

unipol housing

TENANCY SUPPORT GUIDE

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Congratulations! You made it to University, with all its potential for study, socialising, sport, friendship and fun. Your expectations of University life may be filled with ideas of parties, nights out and Freshers, but there is a serious side to University; obviously you are here to study to create a future for yourself, but a huge part of your University experience is the development of 'life skills' including how to manage difficult situations, personal resilience, negotiation and compromise.

Here at Unipol we aim to make your time at University and in your accommodation as comfortable, fun and as free from stress as possible. We understand that moving away from home, perhaps for the first time, is exciting but can also be a little bit scary, especially moving into accommodation with people you don't know, who will have a different 'window on the world' to you and whose expectations and value bases are not the same.

Given all this change it's not surprising that for some people it can feel a bit overwhelming, they may feel a bit homesick, isolated or lonely and worry about 'fitting in'. If you feel like that, don't panic, you will not be the only one, and there are loads of options to help you to make changes yourself.

The Student Unions and Unipol offer a range of options to help you to meet others who might share similar interests, whether that be sports, theatre or other activities. Throughout the academic year there will be a range of events that you can access to meet others, have fun and develop your self-esteem and confidence, try new things and widen your friendship groups. Be Brave - try something new, you never know you may even like it! Give it a go!

We know there are times when flat mates fall out. This could be about noise, cleaning, use of other's belongings; the list really can go on and on. If something like this happens it can cause distress to you and to others. It is often best to try to deal with situations as they arise and directly with those involved.

This is where your life skills come in; communication, negotiation, assertiveness and compromise are useful skills to use, especially when dealing with situations which may be outside your comfort zone.

This guide is intended to provide you with the basic tools to manage difficult or awkward situations during your tenancy. We understand that these may not always work and in those situations you can speak to your Housing Management Officer, or you can contact the Tenancy Support & Wellbeing Coordinator.

Any discussions with a member of staff will be confidential and will not be shared with other tenants unless permission to do so is given or there is a risk of serious harm to any individual.

SETTLING IN

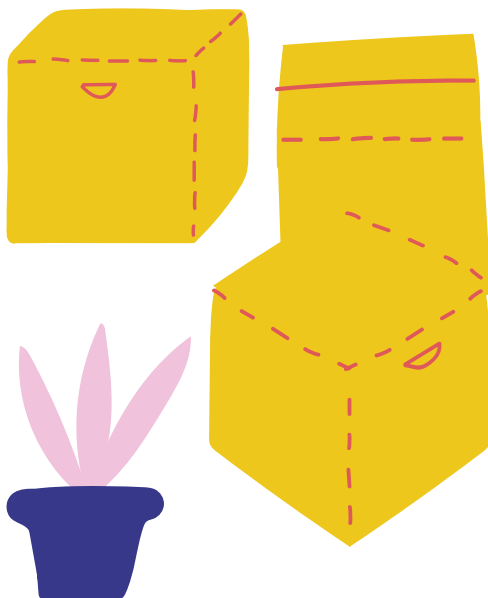
Whilst it is very exciting to arrive at University with all the possibilities it offers, it is also the start of something new and unknown. For many students this may be the first time they have been away from home and living independently. This in itself is a huge transition and takes time to adjust to. Combine this with demanding study regimes, living with new people in a shared environment and financial constraints; it is clear there is a lot to deal with at the start of your university career.

You may feel that everyone around you is coping well and having a great time, whilst you may be struggling with adapting to your new environment, homesickness, financial worries, anxieties or poor mental health. Don't feel it is only you. Many students feel all of these worries but hide it.

Asking for help takes courage, but if you feel worried or anxious about adjusting to university life don't bottle it up; internalising worries tends to lead to overthinking, anxiety, negative thought processes and can be incredibly isolating. The universities have a range of support available and talking over your worries with an impartial person can help you to put things into perspective and consider outcomes. The Student Services team at your University can give you advice about who to contact.

Unipol provides support for tenants who are experiencing difficulties, and you can ask for help from either your Housing Manager or the Tenancy Support & Wellbeing Coordinator.

If your Housing Manager thinks it is a difficult or serious issue they will pass it to the Tenancy Support & Wellbeing Coordinator. Unipol are also developing a new support for students in our larger developments called Peer Mentoring. This will be a resident student, trained to provide initial support and guidance about low level concerns. They will always let the Tenancy Support & Wellbeing Coordinator know about your worries, especially if they are concerned about your safety.



SOCIAL EVENTS

Moving into a new place is exciting, but can be a source of anxiety, especially when you don't know your new flatmates.

Here at Unipol we understand how important social networks are in supporting good mental health and positive wellbeing. We also understand how scary it can be to make those new connections.

As part of our wellbeing support we provide a number of social events throughout the academic year. After Freshers weeks, when everyone has recovered, we provide a number of Welcome Events. For the larger halls, these events happen on moving in day and are a great opportunity to meet your new flatmates, neighbours and housing managers.

For other developments and dispersed housing we arrange an event in the city, which could be a two course meal with a drink, or a social mixer.

Throughout the year there are other events including, Halloween, Christmas, Easter. Larger developments who have Resident Assistants, also have small social events at different times, including Open Mic Nights, day trips out, quizzes, clothes swaps.

In conjunction with the University of Leeds and the Leeds University Union, Unipol also runs the Social Fund Programme which aims to provide monthly events for students with children. Previous events have included day trips to Eureka, Stockeld Park and Family Fun Days. If you have any ideas about events you would like to suggest, please speak to your Resident Assistant, Housing Manager or the Tenancy Support & Wellbeing Coordinator.



WHAT IS TENANCY SUPPORT?

Unipol have a dedicated Tenancy Support & Wellbeing Coordinator who is able to offer support, advice and guidance. They are also able to refer you to, and support you to access, specialist support when needed.

Tenancy Support is there to support you with any concerns, anxieties or difficulties. This could be personal to you, e.g. homesickness or you may have concerns about a co-tenant; it might be to do with inter tenant disputes, noise nuisance or smoking in your accommodation or someone may have eaten your last Cheese String and it literally was the last straw! These may seem like small issues now, 'just bants', but, if behaviours that seem amusing to start with are sustained, they can become real problems. Whatever your concern, if it is causing you worry or distress you should contact the Tenancy Support & Wellbeing Coordinator to discuss your concerns in confidence.

They will discuss with you what you would like to happen and the outcome you would hope for. Remember expectations of outcomes need to be realistic. Options you may be offered are:

- 1:1 support for personal issues, e.g. anxiety, homesickness
- Direct Mediation: a managed meeting and each side has the opportunity to state their case, listen to others, discuss and negotiate compromise. This is similar to

Restorative Practice methods.

- Shuttle Mediation: The Tenancy Support & Wellbeing Coordinator will speak to each individual involved and discuss their case, report back to the others and mediate some compromise with all involved.
- More informal kitchen meeting in your home

Remember if you wish to make an allegation about another tenant, you should put this in writing to the Tenancy Support & Wellbeing Coordinator and, if you want our involvement and support, you should be aware that it can be obvious where the information has come from. You may wish for this to be kept anonymous and this is something we can do, however it can make a situation difficult to deal with in the moment and in the future.

So what does Tenancy Support do? We aim to help you resolve issues that have escalated beyond a simple falling out. You will always be asked if you have tried to resolve this yourself using the tools in this publication. Often if you approach the person involved in the right manner, without judgement or aggression, it is relatively easy to resolve issues.

If you have tried to resolve things and feel that nothing is changing or things have deteriorated you can contact the Tenancy Support & Wellbeing Coordinator.

What happens next?

Following receipt of a concern, the Tenancy Support & Wellbeing Coordinator will contact you to discuss it further and may ask for more information about your concerns. If you are making an allegation regarding another person, we will always ask you to put this in writing. If you are unable or unwilling to do so it may be very difficult for Unipol or your University to take any action to deal with the issues. We would always advise that you raise your concerns as soon as possible, however we understand that sometimes this can be difficult. Each institution has their own policy regarding allegations and complaints, the links below give the information you will need.

University of Leeds:

www.leeds.ac.uk/secretariat/

Leeds Beckett University:

www.leedsbeckett.ac.uk/studenthub/regulations-and-policies/

Leeds College of Music:

www.lcm.ac.uk/about-us/corporate/policies/

Leeds College of Arts:

portal.leeds-art.ac.uk/academic-regulations-2018-19

Northern School of Contemporary Dance:

www.cdd.ac.uk/policies/student-related-policies/

If you have a concern, whether this be about noise, bullying, cleaning or any other issues it is advisable to keep a diary or log, and should include dates, times, names of those involved and any witnesses. This helps when dealing with any issue, particularly if there is a need to escalate to the institution or any other third party.

You may be asked to attend the office or meet the Tenancy Support & wellbeing Coordinator at your property to discuss your concerns, look at what options are available and plan for realistic, achievable and sustainable outcomes. The Tenancy Support & Wellbeing Coordinator will offer a range of options which could include, a kitchen meeting with all tenants, mediation, assistance with rotas, individual support or referrals to a specialist agency.

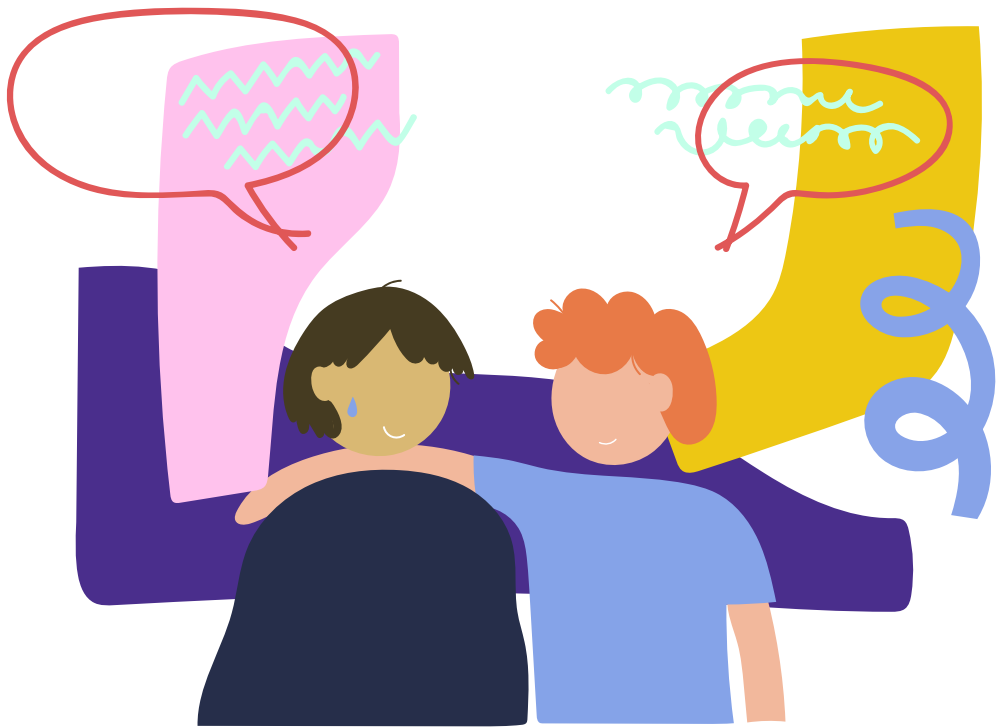
Contact details are:

tenancysupport@unipol.org.uk

Tel: 0113 205 3420



OOOPS! WHAT HAPPENED?



FRIENDSHIPS, FALL - OUTS AND PERSONALITY CLASHES

It is a fact that we are not going to like everyone we meet and not everyone will like us. The assumption is that everyone at University, particularly those living in halls, will become best friends. However, we all have different experiences and backgrounds, have travelled a different path to get here and have a different moral and value base. These experiences are what shape our 'window on the world'; how we view things, react to situations and behave is a direct result of our previous experience.

Many first year students will be 'allocated' their accommodation, which means they will be living with people they have never previously met. This can be difficult and initial friendships can deteriorate rapidly to uncomfortable atmospheres and fallouts. This is where the life skills mentioned earlier are really useful tools.

As a tenant you have signed a legally binding contract and therefore it is

important that you try to get along with your co tenants. You can still be civil to, and live with, flatmates or neighbours in a pleasant environment, even if you can't be friends.

Having discussions early in the tenancy is a good idea so that everyone is clear about individual expectations. At this stage it is easier, as everyone is still keen and excited, and hopefully haven't already fallen out. Even if you don't always agree, being able to agree to disagree is a good start and can enable negotiation to reach a compromise that you can all live with.

Even with discussion, meetings and agreements, there is still the potential for fall outs. This can be incredibly upsetting and distracting. The good news is that disputes can usually be resolved, even if that means agreeing to be polite and have minimum contact for the remainder of the tenancy.

Fall outs can happen over the smallest thing, someone 'borrowing' your toothpaste, or eating your food can really irritate. Don't bottle things up, deal with the issue straight away in a calm manner. Refer to How to Communicate for tips.

HOW TO COMMUNICATE!

It is advisable to meet with all your co-tenants as early as possible once you have all arrived, everyone is still excited and keen and nobody has had a chance to fall out. This makes it easier to discuss rotas for cleaning, how to manage noise, how to share communal areas.

In larger developments your Housing Management Officer will arrange 'Kitchen Meetings' at the start of your tenancy, to help you to set up rotas and discuss some ground rules.

When people live together it is inevitable that issues will arise from time to time, so we would always suggest that you try to deal with issues yourself in the first instance. Try to talk calmly to those involved, before you become angry and distressed; it is important to be assertive and clear about what you want to say. When you want to discuss something important remember the key points below:

- Is it the right person?**
- Is it the right time?**
- Is it the right place?**
- Do you have all the facts?**

Assertiveness is not aggression and it may take practice to be assertive, but it is more likely to get results than a shouting or slanging match.

Look at our example:



State calmly what you want to happen, e.g.

'I would like you to listen to what I have to say and I would like you not to interrupt me. Thank you.'

State the facts: State only the facts at this stage, e.g.

'I know that someone has used my shampoo this weekend as the bottle is only half full.'

State what you want:

'I would like the person who did so to own up and acknowledge they have taken the shampoo.'

State how it makes you feel:

'When this happened it made me angry and upset and I feel like I can't trust anyone.'

State what you want the other person (s) to do:

'I would like you to acknowledge this and not to do this again. I don't want you to shout or be angry.'


Avoid social media groups, FB, messaging, leaving notes on the fridge, or anything else that is not face to face when you want to address issues. It is also important to speak for yourself and not comment on how others are feeling. Most people can speak up for themselves and resent others doing so for them. Using such methods results in misinterpretation and the actual facts and message get lost or distorted. This can result in the initial issue escalating into something that could have been avoided.

Likewise if you or your co tenant have been drinking and socialising this is probably not the best time to discuss issues that have been building up. Alcohol and other substances alter our perception and can lead to issues rapidly escalating. Wait until everyone is sober!

We know that even with the best planning and a reasonable approach this doesn't always work; if you feel you have not been able to resolve the issue talk to the Tenancy Support & Wellbeing Coordinator. They will ask you to put your concerns in writing. Think about

how you would want to discuss this and ensure you use the communication principles; calmly state the facts as you understand them, outline what you would like the outcome to be and what you have tried so far. The Tenancy Support & Wellbeing Coordinator will work with all parties to find a resolution. Life skills are important in such situations, there is likely to be some compromise required from everyone.

Focus on the future and how to move things forward positively, rather than the 'blame game'. Once issues have been discussed and resolved they should be closed. Things that have been dealt with should not be referred to in the future if other issues arise.



Compromise means nobody wins but most importantly nobody loses.

SOCIAL MEDIA

Whilst we are all aware how wonderful social media and the internet can be for networking, making connections, staying in touch, finding out what's going on, research and so on, we also need to be aware that there can be a darker side.

When we communicate with others face to face we take on a whole raft of information in seconds, including facial expression, tone of voice, body language, eye contact and gestures. These are all non-verbal clues as to what the other person is thinking, feeling, meaning and intending when they communicate. Does your phone give you all that information?

No it does not!

Intent: Without all the non-verbal clues we can sometimes struggle to understand the meaning behind the simplest of messages. We can also very easily misunderstand the intent behind messages, which can clearly cause a whole raft of issues which can quickly escalate into major fall outs.

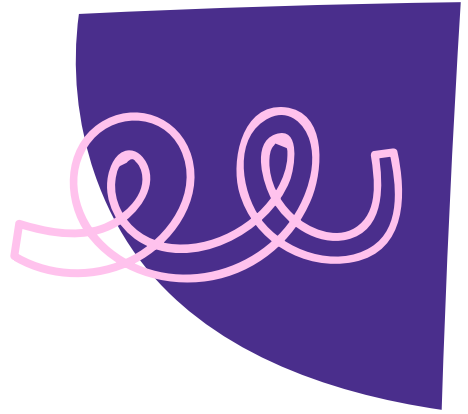
Toxicity: Once there has been a misunderstanding it is difficult to calm situations down over social media. It is very easy to be brave behind a keyboard and people can say things they would not say directly, and that are difficult to take back. Other people in groups get involved and what had been perhaps a simple request to take

the rubbish out can become a serious inter tenant dispute with everyone having their say, not always politely, whilst the real and very simple issue of unemptied bins does not get resolved.

Trolling: This is the deliberate provocation of an individual by posting inflammatory, insulting or distressing messages via the internet. The aim is to provoke an emotional response, cause distress or disruption to others and generate discord. This is very close to bullying and can have serious, detrimental implications for a person's mental health and wellbeing and if made public could impact significantly on their job, relationships and personal life.



Bullying & Harassment: The increased use of the internet and social media has seen the development of a new type of bullying, cyber-bullying. Cyber-bullying is any form of bullying, harassment or victimisation of an individual online. This is incredibly insidious as we use our phones more and more and therefore the bullying has the potential to be a 24/7 issue that can't be left outside, it is in your home. Cyber bullying can take the form of photographs, offensive or threatening comments, release of personal information and harassment. Cyber bullying can make people feel very distressed, alone and isolated. Cyber bullies are no different to other forms of bullying, they are cowards who hide behind keyboards.



Remember: Try to avoid using social media to resolve disputes, remind people of their cleaning duties or make comments regarding others. Social media is great, but is easily misinterpreted or misunderstood and can cause issues of itself.

Don't post hurtful, malicious or personal comments on social media, e.g. FB. These are public forums and you may find that your institution has clear and robust policies regarding Bullying & Harassment that include the use of social media.

CLEANING

The responsibility for maintaining the accommodation to a good standard is equally shared among all tenants in the property.

As we said earlier we are not going to like everyone and not everyone will like us. We also all have different life experiences which influence our perspective and expectations of ourselves and others. Our window on the world will be different to everyone else's'.

This means it is quite common for people to disagree about standards of cleanliness and tidiness and, fall outs occur when people feel the chores are not being shared out equally or fairly. Your Tenancy Agreement is very clear about the responsibility for cleaning the communal areas. Communal is defined as being 'a shared space for common use' therefore everyone has a responsibility to maintain these areas to an acceptable standard.

Unipol will undertake inspections throughout the year and if your property is not at an acceptable level of cleanliness and maintenance we will advise you at this stage what needs to be done to improve this.

How to keep it clean!

Try and arrange a rota early in the tenancy. This means everyone knows and agrees with the rules, who does what and when. This is also a good

time to discuss the end of the tenancy and who will be responsible for which bit of cleaning.

Agree how soon the washing up is done (one of the biggest issues, but one of the smallest jobs!). Getting it done by the end of the day is a good baseline. Decide and agree whether you are happy for others to use your belongings and if so agree they should wash, dry and put away after use.

If you have tried to resolve issues and have not been successful, you can contact your HMO who can provide tips on how to manage this. They may however decide to escalate this to the Tenancy Support & Wellbeing Coordinator, who can offer a range of options including:

Mediation - The Tenancy Support officer can arrange a kitchen meeting to discuss options and how to move a situation forward positively.

Facilitation of rotas - The Tenancy Support & Wellbeing Coordinator can assist tenants to arrange and agree an appropriate rota of chores.

It is important to note that failure to maintain the property could result in contractors undertaking a clean/ deep clean. Both of these procedures are expensive and the cost could be recharged to all tenants in the property.

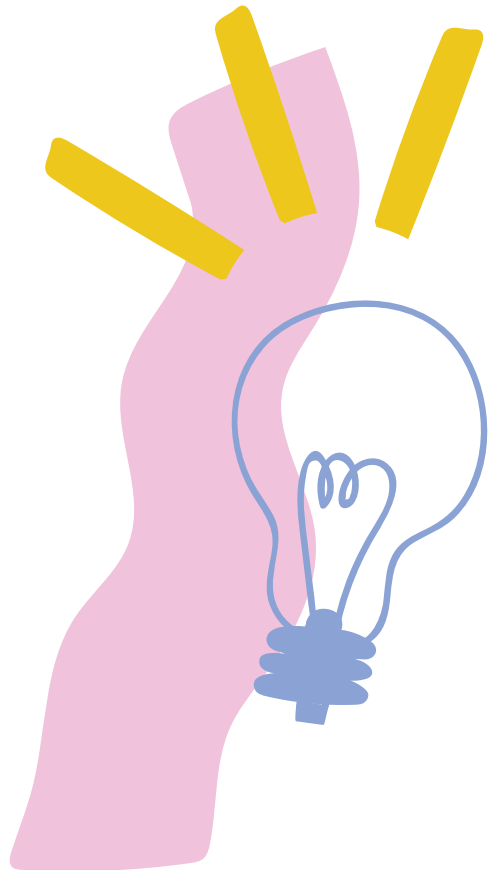
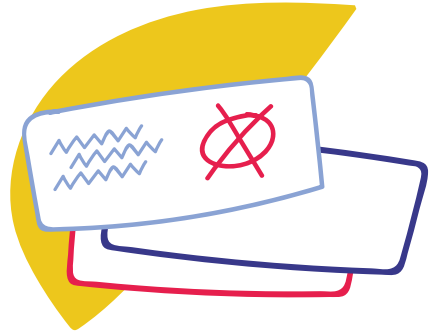
HOUSEHOLD BILLS

Many of the Tenancies offered by Unipol are fully inclusive, this means the bills are included in your rent. It is your responsibility to check your tenancy to find out if you have household or utility bills to pay.

Tenants sharing a property usually have joint responsibility for the household bills. It is important you organise and agree this as soon as possible after moving in, it is very stressful to try and manage this without any agreements and Unipol cannot intervene in disagreements over payment amounts.

- Organise a kitchen meeting with all tenants in the property and ensure you set aside time to discuss who will pay, how much and how it will be paid, monthly or quarterly.
- Agree and contact your chosen supplier and register all new tenants on the bill.
- Agree how you will all know the bill is due; a joint noticeboard in the kitchen for bills is useful, or for existing friends a joint bank account only for bills can work.
- Each tenant should ensure they put aside money for bills each month and pay when the bill is due.

Some tenants may leave before the end of the tenancy: it is important you **take a meter reading when they leave, so they can pay their share of any bills when they leave.**



NOISE NUISANCE

We understand that as well as studying for your future part of the student experience is making new social connections and having fun. It is important to understand your responsibility as a tenant in relation to noise. The effect of sustained noise nuisance is significant and can impact negatively on mental health and wellbeing. For noise to count as a statutory nuisance it must do one of the following:

- unreasonably and substantially interfere with the use or enjoyment of a home or other premises
- injure health or be likely to injure health

Legislation is very clear and states that: Between the hours of 23:00 and 07:00, classed as 'night hours' there should be no noise heard from within the room it is made in.

At all other times noise should be kept to a 'reasonable level' that is, not impacting on others.

Tenants are responsible for their behaviour and those of their visitors, and should be mindful of others, both within the accommodation and also within the wider community. If you are respectful of others they are more likely to be respectful when you need quiet time to study.

We understand, particularly in shared properties, there is going to be an element of noise that is unavoidable. When returning home from a night out it is important to be respectful. After a few drinks it is very easy to become loud and not be aware of it.

DO

- Try to close doors quietly
- Remove your shoes when you get home
- Use your 'inside' voice
- Remind guests to be quiet too

DON'T

- Try to replicate your favourite nightclub/bar in your accommodation
- Have a sing-a-long, karaoke, loud music or games when you get home
- Don't invite lots of people back for 'after' drinks
- Don't invite people you don't know - you are responsible for their behaviour

Whilst it is tempting to retaliate with your own loud music, most problems related to noise can be resolved by speaking to the individuals involved. It is unwise to do this if you or the persons involved have been drinking. Likewise the issue is unlikely to be resolved if angry notes are left or comments made on social media. Refer to the 'How to Communicate' section for tips.

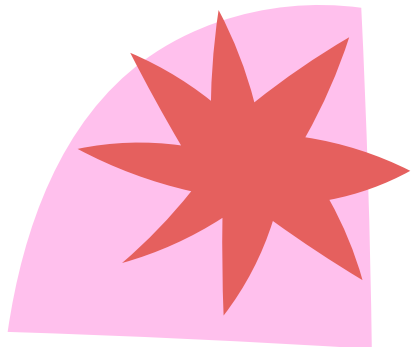
Check the Quick Tips below for how to be a considerate tenant:

- say HI! If you have made contact with your neighbours it is a lot easier to discuss issues in an amicable way. Swap phone numbers so you could perhaps text each other if the music is getting too loud.
- If YOU can hear your music outside the room, so can EVERYONE.
- Don't have TV or stereo equipment against neighbour's walls or on the floor.
- If you are listening to music or practicing playing music, where possible don't do it late at night or early in the morning, and if you can use headphones.
- Turn down the BASS, often the noise is not as much of an issue as the vibration caused by loud bass music.
- Abide by the rules! See above for the legislative framework.
- DJ equipment is NOT suitable for use in shared accommodation.
- Remember we all have a different window on the world and therefore our expectations of noise levels are unlikely to be the same - be considerate!

Party Time?

We appreciate that throughout the year there may be times of celebration and you and friends want to have a party. Parties once in a while are entirely acceptable, if they are managed appropriately. It is best, when planning a party, to try and do the following first:

- Speak to your neighbours face to face to inform them, giving plenty of notice. Or just invite them along.
- If they are not around leave them a note with your contact number so they can speak to you directly if things get too loud.
- Be aware of the numbers you invite to your accommodation, make sure it is an appropriate number for the size of the property. This will help to manage noise and will also be safer.
- If you receive a noise complaint be considerate and be prepared to **TURN IT DOWN!**



Noise in Family Properties

We have a number of properties, flats and houses, across Leeds that are specifically for families. We understand that children eat, sleep, play and cry at different times. It is important as parents that we take responsibility for our children, and as tenants it is important that we are mindful of others around us. Most parents like to know if the behaviour of their children is impacting on others.

Discuss the situation calmly and amicably. Remember there may be cultural or religious differences and these can lead to misunderstandings.

DO

- Be calm and polite
- Explain clearly what the issue is
- Explain clearly (and calmly) the impact this is having
- Explain how this makes you feel.
- Be prepared to negotiate and compromise

DON'T

- Be aggressive or accusatory
- Be judgemental about how others live

If you have tried to resolve the issues by talking to the people involved and the noise continues you can speak to your Housing Management Officer in the first instance. They can support you, give you advice and work with you to resolve the issues.

If the HMO feels this has been a sustained problem and there has been no resolution they may escalate the issue to the Tenancy Support & Wellbeing Coordinator. See Tenancy Support Section.

Out of Hours (Oohs)

Unipol have an Out of Hours service. If noise is sustained, extreme and irresolvable you can contact the out of hours security team. They have mobile patrols who can visit the property and deal with the noise in the moment, this will also generate a report to your HMO and the Tenancy Support & Wellbeing Coordinator.

If you have raised an issue with the out of hours service it is useful if you can email the details to your Housing Management Officer and/or the Tenancy Support & Wellbeing Coordinator.





ANTI SOCIAL BEHAVIOUR - WHAT IS IT AND WHAT CAN YOU DO?

Anti-social behaviour covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

(Definition taken from Police.UK: <https://www.police.uk/crime-prevention-advice/anti-social-behaviour/>)

Anti-social behaviour in student housing can include:

- Vandalism
- Setting off fire alarms
- Abusive behaviours
- Excessive noise
- Substance misuse

This list is not definitive and it should be remembered that the effects of anti-social behaviour on the individual are very subjective. Any of the above could cause significant negative impact on others. Quite often ASB develops out of behaviours which at first can seem funny, 'just bants', but when the behaviour is sustained, happens at inappropriate times of the day/night or when deadlines and exams are due, it can suddenly seem less amusing and

this is when it can tip over into ASB.

So what can you do?

The response to anti-social behaviour is dependent on the event, how serious it was, what the impact has been and how sustained it has been.

Unipol, the Universities and other Higher Education institutions take such behaviour very seriously, particularly where people's health and safety may have been compromised. Unipol work closely with the institutions and such behaviour can be escalated to the University under the Student Code of Conduct.

An example might be that if an individual has been involved in damage to fire equipment, this would be investigated and may involve the police and fire service.

Involvement of statutory bodies such as the police may result in a criminal record, which does not enhance a CV or make getting a job easy.

If you witness or are the victim of anti-social behaviour it is important this is reported to Unipol. We will undertake an investigation, using CCTV or staff witness of the consequences of ASB. Our biggest and best resource for information is YOU!

Put in writing your concerns, it is important to provide as much information as possible; use the 5 W's

Who? What? Where? When? Why?

Remember keep it factual!

Information provided is dealt with in the strictest confidence and we would not disclose the source of information without permission. The Tenancy Support & Wellbeing Coordinator will contact you to arrange a meeting to discuss your complaint and what outcomes you would like. We would also advise you to report concerns to the police if you have been personally affected by ASB.

Victim of Crime

In Leeds there are currently two Student Police Liaison Officers. They are able to provide information on personal safety, anti social behaviour and crime prevention. You can contact them via the email below:

twsi@westyorkshirepolice.pnn.police.uk

If you have been a victim of crime you can contact the Tenancy Support & Wellbeing Coordinator for support.

You can also access support via Victim Support, see Useful Contacts Section.

What can you do?

- Put your concerns in writing to Unipol. Use the 5 W's
- Raise your concerns with your institution.
- Report criminal activity to the police.
- Encourage other tenants to provide evidence
- Report to your local Council Anti Social Behaviour team

What can Unipol do?

- After receipt of a written concern Unipol will undertake an investigation, using CCTV and witness statements.
- Unipol may involve external partner agencies, including Police, Fire Service and local authorities .
- Unipol can invoke recharges to recompense for any damage.
- Unipol can inform and involve the institution you attend and this has resulted in fines, suspensions and permanent exclusions.
- Unipol would certainly not house anyone who has been or is involved in ASB or criminal activity

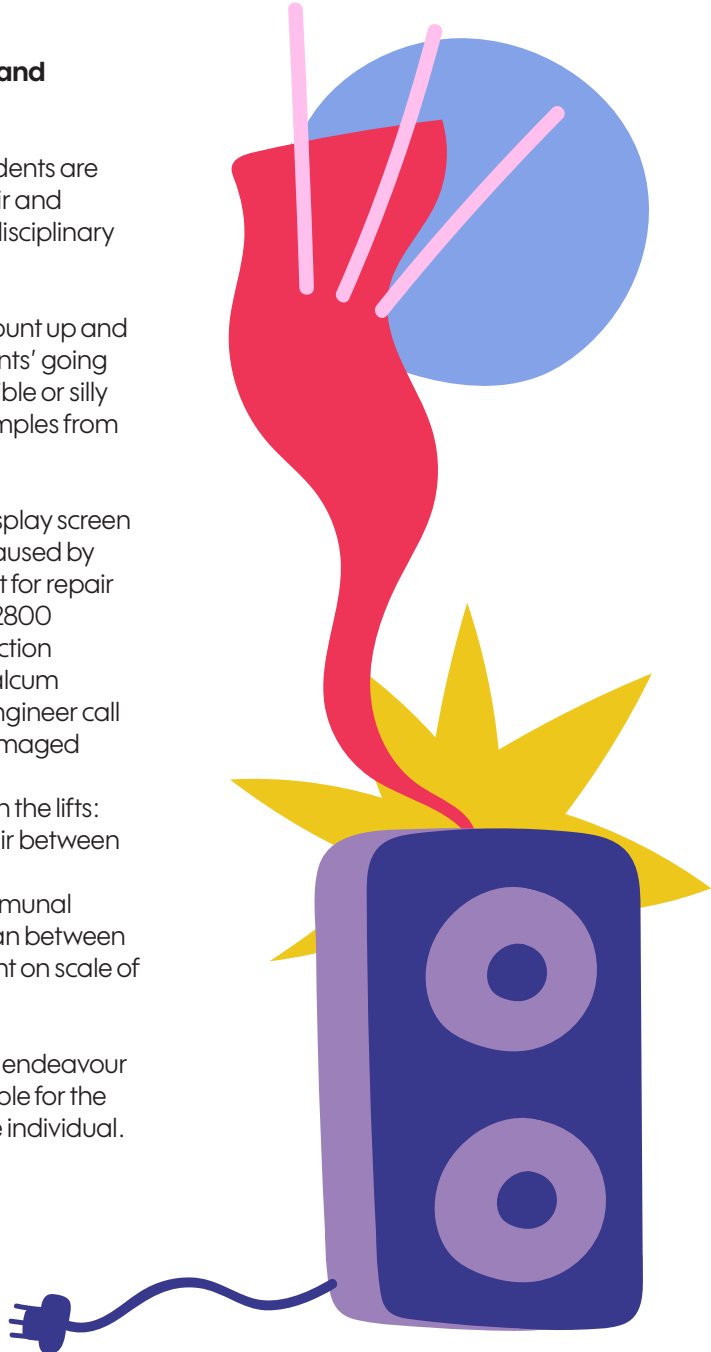
The possible cost of ASB and damage?

Each year a number of students are faced with significant repair and damage costs, as well as disciplinary and/or Police involvement.

Costs for damage soon mount up and are usually the result of 'bants' going wrong, drunken, irresponsible or silly behaviour. Below are examples from recent years:

- Damage to the large display screen at large development caused by drunken behaviour: Cost for repair and engineer call out £2800
- Damage to smoke detection equipment caused by talcum powder fight: Cost for engineer call out, reset and repair damaged equipment £80
- Jumping up and down in the lifts: Cost of call out and repair between £350 and £2000
- Rubbish build up in communal areas: Cost of deep clean between £30 and £140 dependent on scale of issue.

Where possible Unipol will endeavour to discover who is responsible for the damage and recharge the individual.



SMOKING IN YOUR ACCOMMODATION

If you are an allocated student you will not be permitted to smoke anywhere in the property. Any smoking must take place in the designated smoking areas of your development.

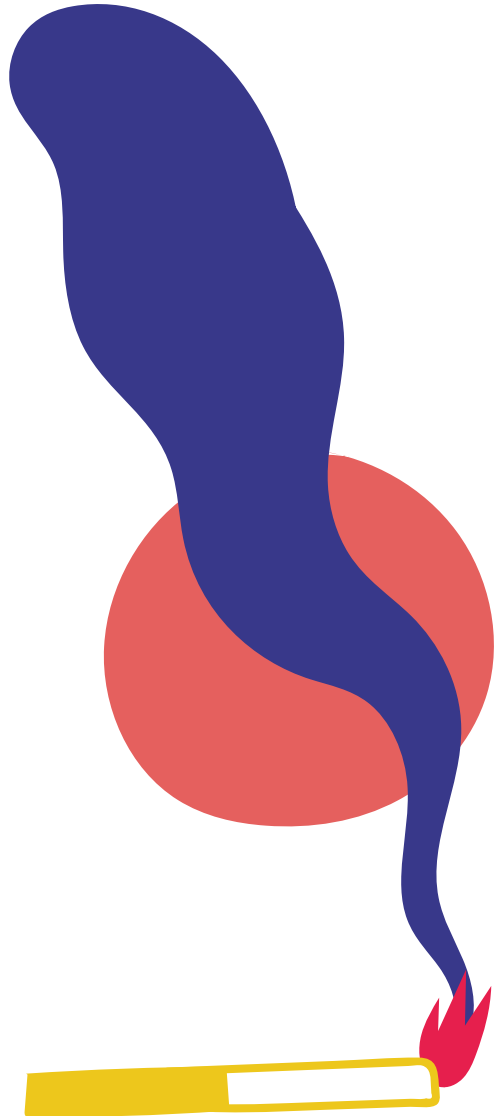
If you have signed for your accommodation through Unipol you are entitled to smoke in your room, with the door shut and windows open. You are not permitted to smoke in the communal areas.

Smoking is a contentious issue and can cause divides between co tenants, so it is good to discuss and agree some ground rules early on.

If a flat mate is smoking and it is bothering you, the best approach is to speak to them directly in the first instance. Even if smoking is allowed in the property, compromises can be made, such as keeping a window open slightly.

If you are not permitted to smoke and you do so, the room would need to be 'de-fogged'. This is a cleansing process that is used to remove smell and residue from smoking. The carpets and curtains would also require a deep clean. The total cost of the cleaning would be over £100 and would be recharged to the tenant(s) involved.

You can get help to stop smoking from your GP or from local Stop Smoking services.



RISKY BEHAVIOURS

We understand that tenants are adults and make their own choices, however we have a duty of care to ensure that all tenants in our properties are able to live safely and in comfort.

This section covers some risky behaviours that can leave people in very vulnerable situations, emotionally, mentally and physically. If you feel that your behaviour or the behaviour of someone else is putting you or others at risk of harm you should report it and ask for help and support.

Drinking

We understand that a large part of the student experience is the development of new friendships and social networks and that this often involves social events, parties, alcohol and sadly on occasion other substances. Going out and having fun is great, but you need to keep yourself safe.

- Everyone in the group has fully charged phones and each other's phone numbers
- Have an agreed meeting point in case you lose each other.
- Everyone is in agreement to watch out for each other, particularly after a few drinks
- If one of the group 'hooks up' with someone, agree to check in with each other.
- be with a trusted friend who has agreed to take you home

- always put aside enough money for a taxi ride home, just in case – this will mean you'll never be stranded
- have with you the number of someone you can call in an emergency
- always stay with people – never walk home alone
- you know what your limits are – staying within them gives you more control and reduces the risk of finding yourself in a dangerous situation
- no matter what the pressure say 'No!' to drugs
- Don't accept drinks from people you don't know, don't let others you don't know top your drink up, be aware of the dangers of your drink being spiked - if you think you or one of your group has had their drink tampered with - REPORT IT AND GET HELP.

Substances

There are a lot of misconceptions regarding the use of drugs for recreational purposes, however the fact remains that the possession and use of mind altering substances for non-medical purposes remains illegal. The Misuse of Drugs Act 1971 is intended to prevent the non-medical use of certain drugs. Drugs subject to this Act are known as 'controlled' drugs. The law defines a series of offences, including unlawful supply, intent to supply, import or export (all these are collectively known as 'trafficking' offences), and unlawful production.

The main difference from the Medicines Act is that the Misuse of Drugs Act also prohibits unlawful possession.

The laws controlling drug use are complicated. The Misuse of Drugs Act (MDA) regulates what are termed controlled drugs. It divides drugs into three classes as follows:

Class A

Crack cocaine, cocaine, ecstasy (MDMA), heroin, LSD, magic mushrooms, methadone, methamphetamine (crystal meth).

Drug Possession

Up to 7 years in prison, an unlimited fine or both.

Supply and production

Up to life in prison, an unlimited fine or both.

Class B

Amphetamines, barbiturates, cannabis, codeine, ketamine, methylphenidate (Ritalin), synthetic cannabinoids, synthetic cathinones (for example mephedrone, methoxetamine).

Drug Possession

Up to 5 years in prison, an unlimited fine or both.

Supply and production

Up to 14 years in prison, an unlimited fine or both.

Class C

Anabolic steroids, benzodiazepines (diazepam), gamma hydroxybutyrate (GHB), gamma-butyrolactone (GBL), piperazines (BZP), khat.

Drug Possession

Up to 2 years in prison, an unlimited fine or both (except anabolic steroids - it's not an offence to possess them for personal use).

Supply and production

Up to 14 years in prison, an unlimited fine or both.

Class A drugs are treated by the law as the most dangerous. Offences under the Misuse of Drugs Act can include:

- Possession of a controlled drug.
- Possession with intent to supply another person.
- Production, cultivation or manufacture of controlled drugs.
- Supplying another person with a controlled drug.
- Offering to supply another person with a controlled drug.
- Import or export of controlled drugs.
- Allowing premises you occupy or manage to be used for the consumption of certain controlled drugs (smoking of cannabis or opium but not use of other controlled drugs) or supply or production of any controlled drug.

Whether a substance is illegal or not the fact of the matter is that any drug or substance that has the potential to alter perception also has the potential to cause physical, emotional or mental harm as well as leaving people in very vulnerable situations.

Current statistics state that on average 79% of students have tried an illegal substance.

1:4 psychotic events among students have been exacerbated by the use of substances.

If you are involved in the use of substances be aware of your own safety and those of others around you. Think carefully about what you are taking and the risks involved.

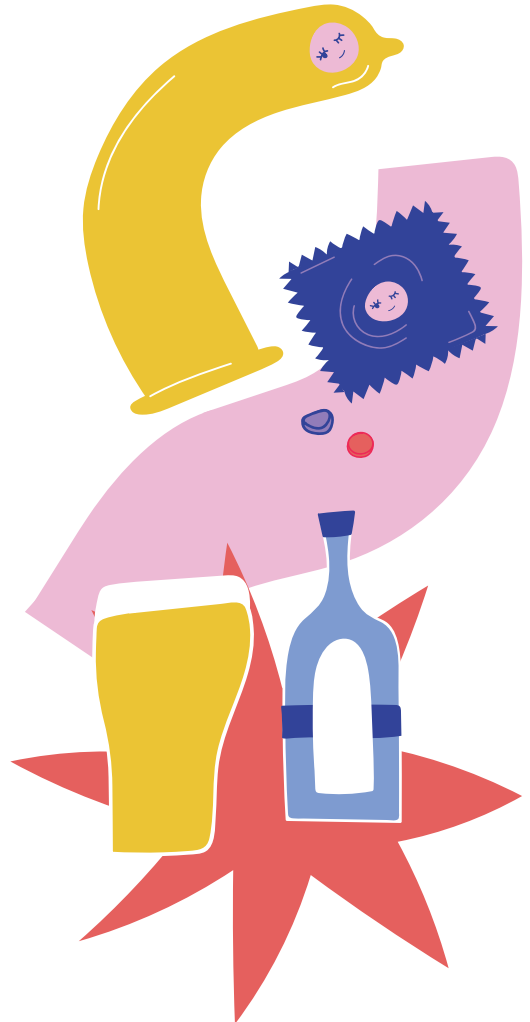
Don't bow to peer pressure - if you don't want to do it - DON'T!

If you have taken something and feel unwell get help, the effects of many substances can be different from person to person, just because your friend is ok with it, does not mean you will be.

If you need help with issues around the use of substances see the contact list at the back

REMEMBER: Even if you choose to use substances, those around you may not!

If you have concerns about the use of substances in your accommodation you can speak to your Housing Manager or the Tenancy Support & Wellbeing Coordinator.



SEX WORK

The cost of being a student at university has risen phenomenally over the last few years, and more and more students are struggling to maintain a financial balance.

This has led directly to a significant rise in student sex workers, both male and female, with more than 10% of students across the UK now involved in some form of sex work, including acting as 'Sugar Babies', cam models and escorts. Recent reports suggest some students to be earning significant amounts of money in an evening, which when compared to zero hour contracts and part time bar work can seem like easy money.

Whilst being paid for sex in the UK is not illegal, certain aspects of sex work, such as soliciting for sex are illegal.

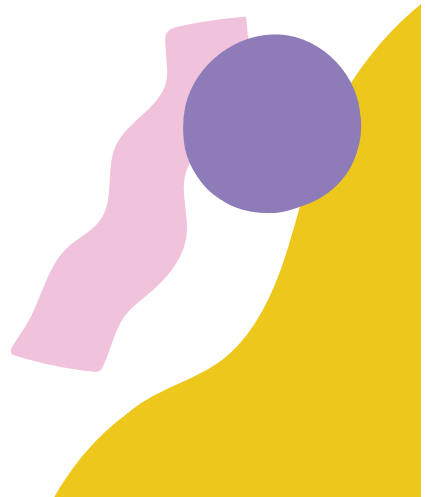
More importantly is the vulnerability of sex workers, both male and female. There is the obvious vulnerability of being with someone you don't know or don't know well in what is a very private and personal situation.

Less obvious is the stigma and discrimination suffered by those involved in sex work. There have been instances of students being dismissed from university for being involved in such activities, suffering bullying and harassment from other students and the lecturers and being ostracised for the work they do.

Further to this many students who have been involved in sex work find they have struggled afterwards with self-esteem, anxiety, depression and in some case PTSD.

There is a further risk in the future that can affect graduates from accessing employment. Many employers, when considering someone for employment, look online to get an idea of who the person is. Whilst there is now the opportunity to 'be forgotten' online, there is always the risk that information such as photographs remain 'out there.'

If you are, or someone you know is involved and you would like to discuss support contact the Tenancy Support & Wellbeing Coordinator for advice .



MENTAL HEALTH

There is no health without mental health.

We all have mental health, sometimes it's great and sometimes it's not so great. When we have poor mental health it impacts on every aspect of daily living and can make simple tasks seem like mission impossible.

Thankfully there has been a recent openness when talking about mental health, its issues and impacts, underpinned by household names being honest about their own experiences. This has helped to normalise mental health as a part of general health and made it more acceptable and support has become more accessible.

Here at Unipol we understand the stressors associated with the move to University. It is a major life change and can be the best thing you ever do. For some people it can be simply overwhelming.

We also understand how the environment can play a significant part in maintaining good mental health, therefore it is important that your accommodation and the relationships with your co tenants are a positive influence.

At Unipol the Tenancy Support & Wellbeing Coordinator is trained as a

Mental Health First Aider and is the lead coordinator for mental health issues at Unipol.

Poor mental health is often characterized by overthinking and catastrophising, which in turn can lead to two of the most common mental health issues, anxiety and depression. Sometimes, just talking to someone can help, and will often be the first step to putting things into perspective. It may be that you need more intensive support which might be medical or psychological interventions, including medication and/or counselling. The Tenancy Support & Wellbeing Coordinator can support you to identify and access the most appropriate support for you.

The good news is that with support and interventions when needed, recovery is entirely possible.

If you are feeling worried, anxious or scared or just feeling that you are not coping well you can contact the Tenancy Support & Wellbeing Coordinator or Student Services at your institution. Most universities offer student support through mental health and counselling support, this could be via a drop in session or a planned counselling session.

If you are concerned about someone else's mental health you can contact the Tenancy Support & Wellbeing

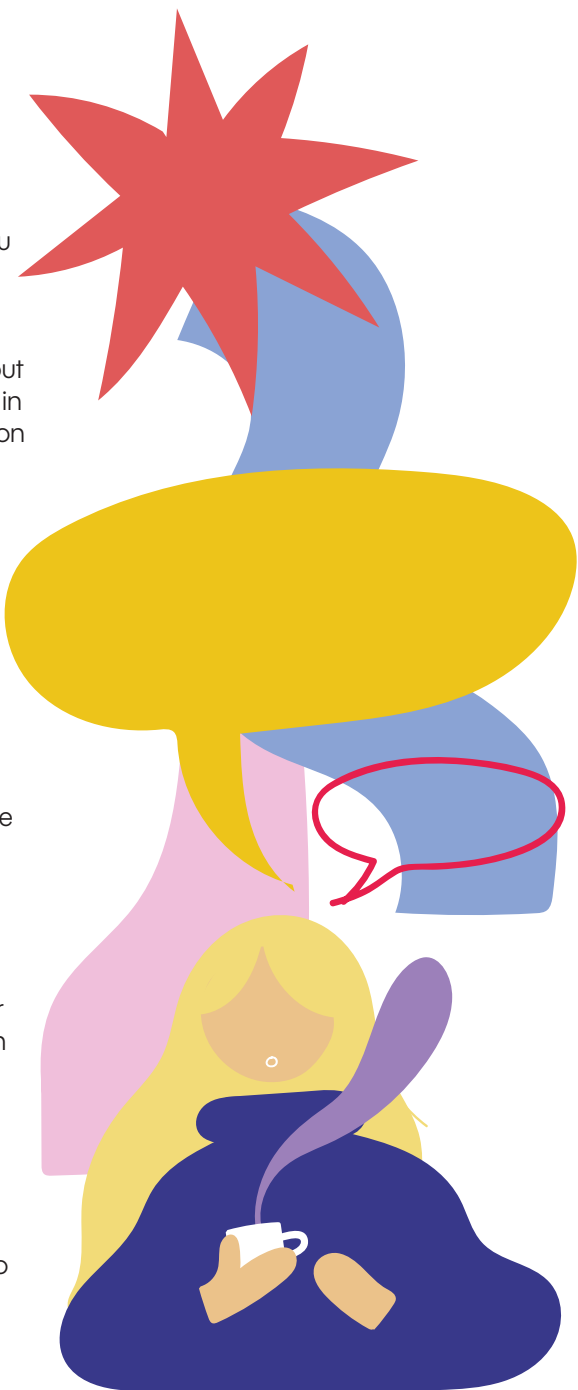
Coordinator, who will ask you to put this in writing. The Tenancy Support & Wellbeing Coordinator will contact you to discuss your concerns and may ask for further information.

Any contact you have with Unipol about mental health issues will be dealt with in the strictest confidence and information will only be shared with consent, or, if there is a risk of serious harm to you or another.

To conclude...

The majority of students have an enjoyable, fulfilling and sociable experience at university. At Unipol we take pride in providing support and assistance to those who are experiencing difficulty during their time at University.

It is difficult to deal with issues on your own and it can be incredibly isolating to try. Whilst it takes courage to ask for help, it does help to talk things through with an impartial person. Bottling things up often leads to overthinking and negative thought processes. If you are worried about how you, or someone else is coping, contact your Housing Manager or the Tenancy Support & Wellbeing Coordinator who will be happy to provide support.



GETTING THE RIGHT SUPPORT

We know that sometimes things go wrong. If you feel unhappy with the support provided or any other aspect of our service, click the link below and follow the instructions. This will enable you to lodge a complaint which will be dealt with by our Complaints Officer.

<https://www.unipol.org.uk/contact/make-a-complaint>

We aim to respond to initial contact within 5 working days.

Unipol

Leeds
0113 243 0169
www.unipol.org.uk

Bradford
01274 235 899
www.unipol.org.uk/bradford

Nottingham
0115 934 5020
www.unipol.org.uk/nottingham
Out of Hours Service

Unipol Out of Hours: 0113 244 3799

Leeds



Counselling, Mental Health & Other Support Services

There are lots of support services available to students in Leeds, each institution provides a range of options, there are also other providers offering specialist support. Unipol's Tenancy Support & Wellbeing Coordinator can help you to identify the most appropriate services and can support you to access these.

Leeds Beckett University

Student Hub: The student hub offers a range of support, advice and guidance. If they are not able to help directly they will be able to provide contact details for the most appropriate support.

www.leedsbeckett.ac.uk/studenthub
studentwellbeing@leedsbeckett.ac.uk
Tel: 0113 812 8507

Key services include:
Bereavement, Gender Issues, Mental Health, Religion & Faith, Counselling, Financial Advice. Leeds Beckett also offer an online counselling service: Kooth Student. Students can sign up for free to access online support from trained counsellors.

Hours; Mon - Fri - 12:00 - 22:00
Weekends - 18:00 - 22:00

www.leedsbeckett.ac.uk/studenthub/kooth/

In the event of an emergency Security Services should be informed on the 24 hour emergency number: 0113 812 3165

Leeds Trinity University

Student support services offer the opportunity to students to access support, advice and guidance when it is needed. You can contact them by email or phone.

Tel: 0113 283 7196

Email: studentsupport@leedstrinity.ac.uk
www.leedstrinity.ac.uk/student-life/student-support

University of Leeds

The Student Services counter provides a range of useful services and staff can provide advice on many issues or direct you to the most appropriate support. The centre is located on level 9 of the Marjorie & Arnold Ziff Building.

Student Services Centre,
Marjorie & Arnold Ziff Building
University of Leeds
Leeds
LS2 9JT

Tel: 0113 343 8877

Email: ssc@leeds.ac.uk

Leeds College of Art and Design

The Student Welfare Team are here to help and if they are not able to answer your query they will be able to help you to contract the most appropriate person or agency to assist. There are two centres:

Blenheim Walk

Hours: Mon - Fri 09:00 - 16:30

City Centre Building, Vernon Street.

Hours: Mon - Fri 09:30 - 16:30, Weds close at 12:30

Tel: 0113 202 8111

www.leeds-art.ac.uk/home/studentsupport

Leeds College of Music

Leeds College of Music offer a range of support through their friendly Student Services team who are experienced in supporting students with most issues, from finance to health and wellbeing.

Tel: 0113 222 3400

www.lcm.ac.uk/student-life/student-services/

Leeds City College

Leeds City College have a team of trained staff who are dedicated to ensuring that students have the best experience during their time at Leeds City College. There is a wide range of

support for issues offering confidential and comprehensive advice.

Tel: 0113 386 1997

www.leedscitycollege.ac.uk/student-life/student-support

External agencies providing emergency support

Emergency: If you or someone else is in a life threatening situation you should call 999 for Fire, Police or Ambulance.

There are a range of organisations offering support for health, mental health and wellbeing issues. Below is a list of useful numbers;

If you or someone else is dealing with mental health issues or crisis there are a number of support available:

Samaritans - 0116 123/0133 2456789 - 24 hours

Nightline - 0113 380 1381 - 20:00 - 08:00 (Term time listening service, student led) www.nightline.ac.uk

Connect Helpline - 0808 800 1212 - 18:00 - 02:00
Leeds based emotional support and information (Freephone)

Papyrus Hopeline (UK) - 0800 068 4141 - Weekdays 10:00 - 22:00, Weekends 14:00 - 22:00

Confidential helpline, non judgemental advice, support and guidance

Noise and antisocial behaviour complaints

Safer Leeds

(Crime reduction advice)

0113 222 4444

www.leeds.gov.uk/saferleeds

West Yorkshire Police

In an Emergency call 999

Non emergency 101

www.westyorkshire.police.uk

Police Student Liaison Officer

tws@westyorkshire.pnn.police.uk

Victim Support

0845 3030 900

www.victimsupport.or



Leeds Universities

Neighbourhood Helpline

0113 343 1064

neighbourhood.helpline@leeds.ac.uk

Leeds Anti-Social Behaviour Team

0113 222 4402

Out of Hours Noise Witnessing Service

(Leeds City Council)

0113 3760337

Knowledge

www.knowledge-leeds.co.uk

Other sources of support

Leeds Student Medical Practice

0113 295 4488

www.leedsstudentmedicalpractice.co.uk

Victim Support

0808 1689 111

www.victimsupport.org.uk

Students' Unions

Leeds University Union (Including Student Advice Centre)

0113 380 1400

www.leedsuniversityunion.org.uk

Leeds Beckett University

Rose Bowl Helpzone

0113 812 3115

Headingley Campus Helpzone

0113 812 3176

www.leedsbeckett.ac.uk/helpzone

Leeds Beckett University

0113 812 8400

www.leedsbeckettsu.co.uk

Leeds College of Art

0113 202 8000

www.leeds-art.ac.uk

Leeds College of Music

0113 222 3400

www.lcm.ac.uk

Northern School of Contemporary Dance

0113 219 3000

www.nscd.ac.uk

Leeds City College

0113 386 1996

www.leedscitycollege.ac.uk

Leeds Trinity University

0113 283 7100

www.leedstrinity.ac.uk



Counselling & Support Services

The University of Nottingham

0115 951 3695

www.nottingham.ac.uk/counselling/counselling/students.aspx

Nottingham Trent University

0115 848 6487

www.ntu.ac.uk/student_services/health_wellbeing/counselling/

Noise and antisocial behaviour complaints

**Nottingham City Council
Council Customer Services**

Hours 09:00 - 17:00

Tel: 0115 915 2000

[www.nottinghamcity.gov.uk/
information-for-business/environmental-
health-and-safer-housing](http://www.nottinghamcity.gov.uk/information-for-business/environmental-health-and-safer-housing)

Nottinghamshire police

In an emergency call 999

Non-emergency 101

www.nottinghamshire.police.uk

Other sources of support

**University of Nottingham
Mental Health**

[www.nottingham.ac.uk/
studentservices/health/
mentalhealth.aspx](http://www.nottingham.ac.uk/student-services/health-mentalhealth.aspx)
0115 951 3710

**Nottingham Trent University Mental
Health**

[www.ntu.ac.uk/student_services/
health_wellbeing/mental_health/
index.htm](http://www.ntu.ac.uk/student_services/health_wellbeing/mental_health/index.htm)0115 848 2085

**University Mental Health Advisors
Network (UMHAN)**

www.umhan.com/students.html

Citizens Advice Bureau

0844 848 7997

www.citizensadvice.org.uk

Nightline

0115 951 4985

Drugs/Alcohol (Talk to Frank)

0300 123 6600

www.talktofrank.com

BU

University of Nottingham

0115 951 5151

www.nottingham.ac.uk

**The University of Nottingham
Student Union**

(Including Student Advice Centre)

0115 846 8800

www.su.nottingham.ac.uk/

Nottingham Trent University

0115 941 8418

www.ntu.ac.uk/

**Nottingham Trent University
Student Union**

(Including Student Advice Centre)

0115 848 6200

Medical Centres

**The University of Nottingham
Health Centre**

0115 846 8888

[www.unhs.co.uk/unhs/theuniversity-
of-nottingham-healthservice.](http://www.unhs.co.uk/unhs/theuniversity-of-nottingham-healthservice)

Aspx

**Nottingham Trent University
Health Centre**

0115 848 6481

[ntu.ac.uk/student_services/health_
wellbeing/health_centres](http://ntu.ac.uk/student_services/health_wellbeing/health_centres)



Bradford

Counselling & Support Services

University of Bradford Students' Union Advice Centre

www.ubuonline.co.uk/advice-andwelfare/
01274 233300

University of Bradford Student Support

www.bradford.ac.uk/studentservices/a-z/hub-the-studentsupport-centre.php
01274 236981

Bradford College Students Union Advice

www.bradfordcollege.ac.uk/student-services/students-union/advice
01274 433007

Noise and antisocial behaviour complaints

University of Bradford Security (24 hours)

Tel: + 44 (0)1274 23 8888
(Emergency)01274 23 6999 (Non-emergency)

Bradford College security

01274 433090

Bradford Council Noise Nuisance

www.bradford.gov.uk/bmdc/the_environment/pollution_noise_and_nuisance/noise_nuisance
01274 434366

Institutions and Students' Unions

Bradford College

01274 433 333
www.bradfordcollege.ac.uk

University of Bradford

01274 232323
bradford.ac.uk

University of Bradford Student Union

www.ubuonline.co.uk
01274 23 3300

Bradford College Students Union

www.bradfordcollege.ac.uk/student-services/students-union
01274 433007

Contact details are:

tenancysupport@unipol.org.uk

Tel: 0113 205 3420