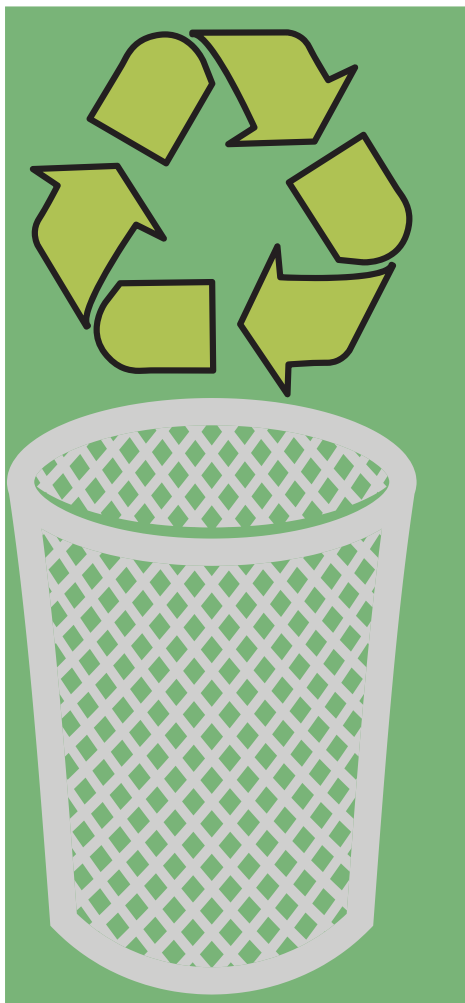




LIVERS OUT HANDBOOK

2020-2021



ST
CUTHBERT'S
SOCIETY



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Hi I'm Rowan, your livers out rep (2020-2021) and the author of this handbook. I'll be your livers out & student's union rep all year, so I'll be your cuth's point of contact for all things housing and living out. Don't hesitate to drop me a message at PR@cuths.com or find me on social media. I'll be always here to help and covering a lot of info in this handbook, but please also find super useful links and contacts below!



USEFUL CONTACTS

General Advice

The University Accommodation Office:

+44 (0)191 334 6910

accommodation.office@durham.ac.uk

Durham University Academic Registrar:

0191 33 46136

academic.registrar@durham.ac.uk

DSU Advice centre:

<https://www.durhamsu.com/advice-and-support>

DSU reception:

0191 334 1777

info@durhamsu.com

University's Incident Control Centre:

0191 334 0000.

Calls to this number are answered 24 hours a day, 7 days a week by a trained ICC Operator.

Specialist Advice

Council Waste Management Department:

www.durham.gov.uk/recycling

Gas Emergency Number (National Grid):

0800 111 999

Police (non emergency):

101

County Durham and Darlington Fire and Rescue

Service Headquarters (non emergency):

0345 305 8383

Water:

0800 393 084 for burst water mains

0800 328 7648 for sewer issues.

Durham County Council:

03000 26 0000

Durham County Council Environmental Health Department:

ehcp@durham.gov.uk

Please call **999** if you need **police, an ambulance or the fire brigade** in an *emergency* situation.

Don't forget that there's also lots of useful general/ emergency contact numbers on the back of your campus card!

USEFUL CONTACTS

Health and Welfare

St Cuthbert's Society student Support:

0191 334 3386

cuthberts.studentsupport@durham.ac.uk

Nightline:

0191 334 6444

<https://durhamnightline.com/>

University Health Centre:

0191 386 5081

Belmont and Sherburn Medical Centre:

0191 3009 661

Claypath Medical Centre:

0191 374 6888

Durham University Counselling

Service:counsel.service@dur.ac.uk

NHS (non emergency):

111

Samaritans:

116 123

County Durham Sexual Health and

Contraception and Sexual Health Hubs:

<https://www.cddft.nhs.uk/our-services/division-of-women,-children-and-sexual-health/sexual-health-services.aspx>

DSU's Wellbeing Map:

<https://www.durhamsu.com/support/wellbeing-map>

Keeping a Happy House:

<https://www.durhamsu.com/advice-and-support/living-in-your-home/living-with-friends>

DSU Associations:

<https://www.durhamsu.com/associations>



Cuth's JCR Welfare Contacts

JCR Welfare Officers:

- Emma Stephens: senior-welfare@cuths.com
- Jade Gavigan: female-welfare@cuths.com
- Josh Gordon: male-welfare@cuths.com

Minority reps:

- Lara: lgbt-rep@cuths.com (LGBT+ rep)
 - Georgia: wcs-rep@cuths.com (Working Class Students Rep)
 - Hannah: em-rep@cuths.com (Ethnic Minorities rep)
 - Dhruva: international@cuths.com (International rep)
 - swd-rep@cuths.com (students with disabilities rep)
- To be filled!

PR & Livers Out Rep:

Rowan May at PR@cuths.com

JCR President:

Saskia Wootton-Cane at president@cuths.com

Tenants Unions/Support:

ACORN:

<https://www.facebook.com/acornfordurham/>

Durham Tenants Union:

<https://www.facebook.com/DUTenantsUnion/>

Cuth's Tennants Support Group:

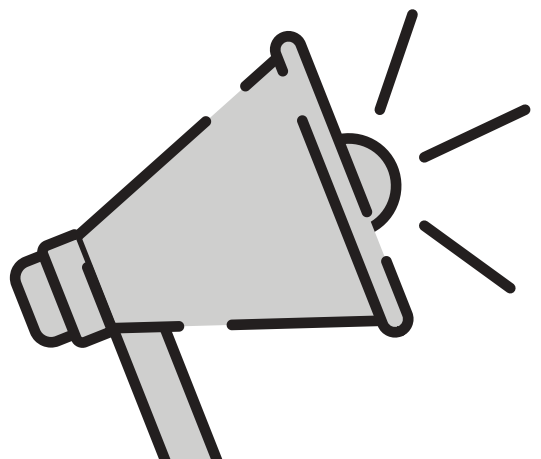
<https://www.facebook.com/groups/269925250879033>

Advice4renters:

<https://advice4renters.org.uk/>

Citizens Advice:

<https://www.citizensadvice.org.uk/about-us/contact-us/>



TRANSPORT INFORMATION

DSU Nightbus

Durham SU operates the Nightbus service in Durham City every night throughout term, providing a safe and secure way for lone students to get home in the evening. There's no fixed timetable and, just like a taxi service, you can arrange to be picked up by calling the driver on 07922 648802.

Monday - Saturday 21:00-02:00

Sunday - 21:00-23:00

IT IS ONLY £2 PER JOURNEY! BARGAIN!

Taxis

Cab Taxis: 07563564365

Kabit Taxis: 0191 3784269

Durham City Taxis: 0191 306 0606

Polly's Taxis: 07910 179 397

BM Taxi: 07733 747 699

Colors Taxi 7 Minibuses: 0191 371 2727

Pratts Taxis: 0191 386 0700

Freedom Private Hire: 0191 378 9963

First Class Private Hire: 0191 378 9963

M&M Taxis: 07535 600 059

Airport Cars Durham: 0191 386 5796.

Lenny's Taxis: 0191 377 9299

Driving - Parking

If you know you or a housemate is bringing up a car for next year you will need to arrange a residence permit. Its £40 for a year for one car and £60 for the second. Information available here:

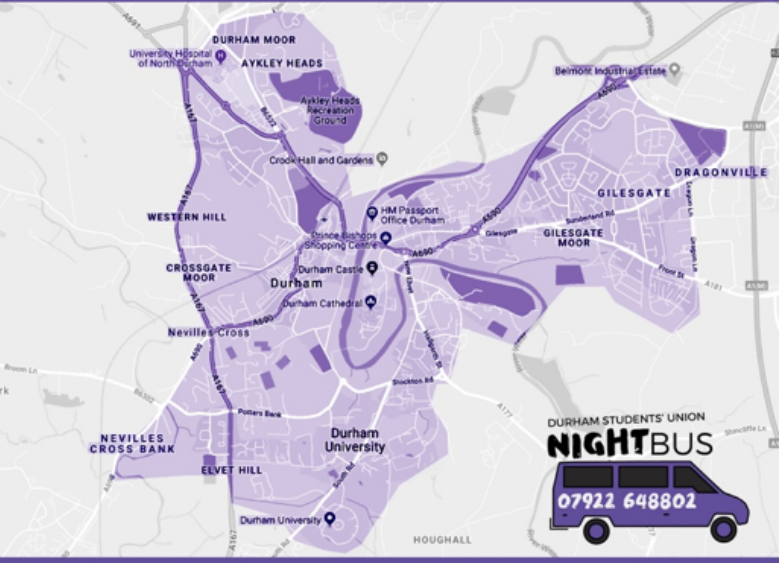
<https://www.durham.gov.uk/media/7554/Controlled-Parking-Zone-resident-and-visitor-application-form/pdf/ControlledParkingZoneResidentAndVisitorPermitApplicationForm.pdf?m=636736452630670000>

Some

Estate Agents include parking permits in your house price, meaning you can claim back the cost from them. Those who have parking permits can get visitor permits cheaply from the council, which can be helpful for parents or friends who come to visit.

The bus will be available in Durham City at:
⌚ 21:00 - 02:00 Monday-Saturday
⌚ 21:00 - 23:00 on Sunday

DURHAM SU



DURHAM STUDENTS' UNION NIGHTBUS
07922 648802

£ The bus costs £2 per student per journey. ☎ Call 07922 648802 to book your ride.

Bus Travel Information and Discounts

Durham University is easily accessible by bus, and this is a fast and cost effective way to get around too!

Arriva Bus Travel Discount - Durham District Durham University and Arriva Busses now have a deal whereby students and staff can travel anywhere within the Durham District (shown left) for £1 a day. All you need to do is show the driver your campus card when you get on the bus. You can also purchase a weekly ticket for £5, or buy a yearly ticket online. For more info go to:

<https://www.dur.ac.uk/greenspace/travel/public/bus/arrivadayticket/>

X12 to Newcastle City Centre Discount -

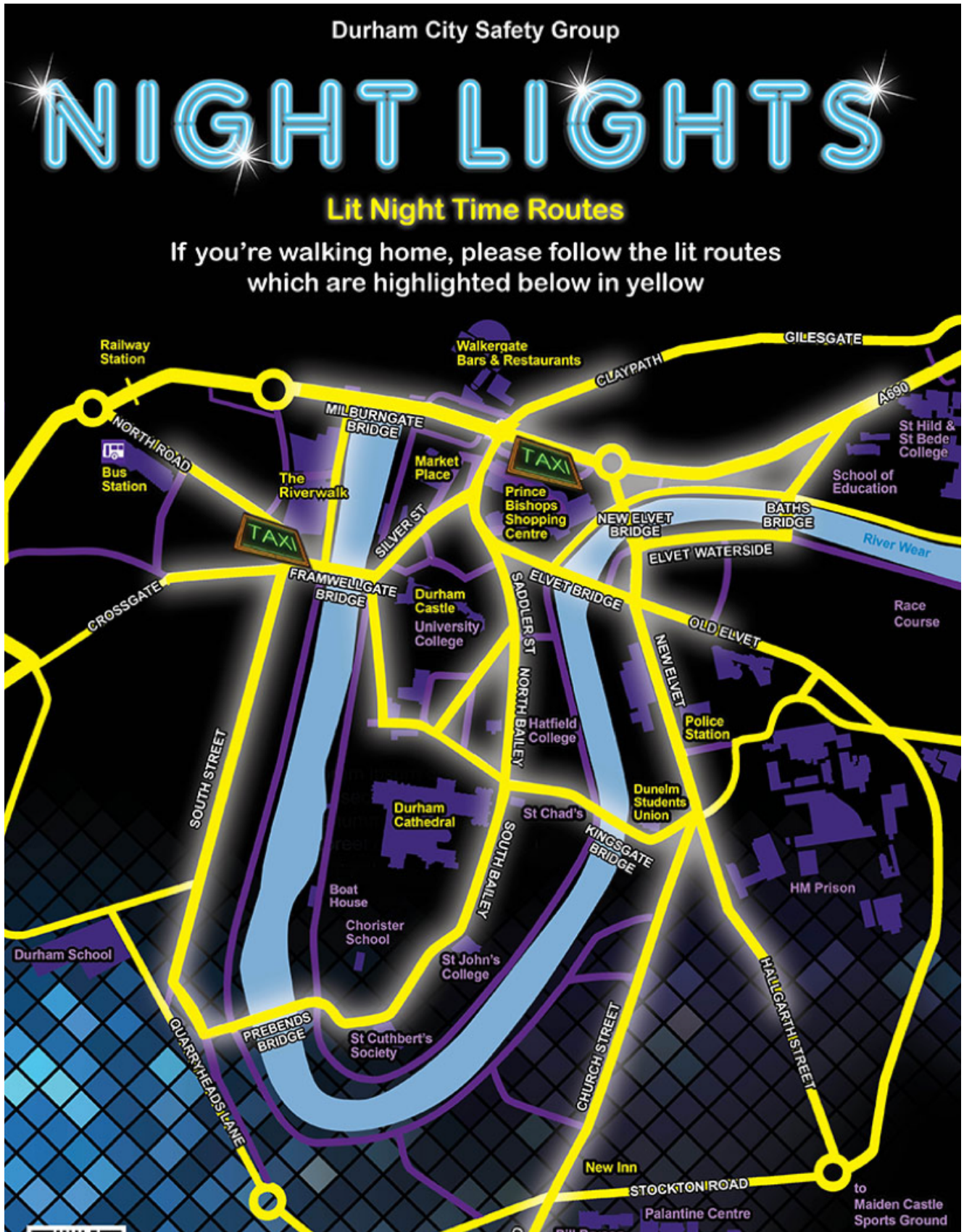
Durham University students also can travel to Newcastle City Centre on the X12 service to Newcastle for £1. This service goes from Durham bus station, the palatine centre 7 (science site), and a number of other places around Durham. Again, all you need to do is just show a campus card to the driver when you pay. For more info just go to:

<https://www.dur.ac.uk/greenspace/travel/public/bus/arrivadayticket/>

DURHAM LIT ROUTES

The Council have created a map for students walking home from nights out.

However you choose to travel, make sure that you stay safe!



MOVING IN

Essentials

There are a number of items that are quite essential. You may be lucky in that your house may come with these things, but if not you can always purchase from Ikea, charity shops, or see if other students are selling on Facebook groups such as 'Overheard at Durham Uni'. Essentials are:

- Cutlery
- Chopping boards
- Pans /roasting tins
- Bowls and plates
- Glasses and mugs
- Washing up liquid & brushes/sponges
- Tea towels
- Oven gloves
- Cooking utensils
- wooden spoons/whisks
- Cooking oil
- Tupperware
- Tools: screwdriver/alan key/nails
- Toilet roll
- Bath mats
- Loo brush
- Bathroom and Kitchen cleaning Products
- Lamps
- Cushions
- Freezer bags
- Clothes horse (especially if your house doesn't have a dryer)

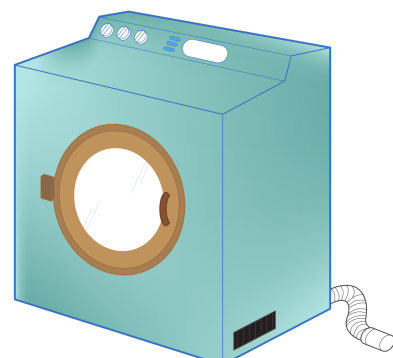


Inventory

Inventories are reports that accurately describe the condition of a rental property. When you first move into your house, check the inventory of items in your house. If your landlord has provided you with an inventory double check that it is correct, and check if any items are damaged. Taking your own photos is a brilliant idea – just make sure they are dated and sent to the landlord ASAP. Make sure your inventory is detailed. Make sure you sign the inventory AND the landlord signs the inventory. All of this is incredibly important for successfully claiming back your deposit once you leave the property and for any disputes you may have with your landlord throughout the year. In cases where no move-in inventory is produced, tenants are often exempt on damages claims. It's the landlord's responsibility to prove that the tenant has done damage to the property and thus that deposit deductions are due.

Make sure you know how things work!

It is a good idea to check with the landlord how the appliances in your home work. This includes things such as the central heating and the washing machine. You do not want to risk breaking something and could be held liable to pay the cost of fixing/ replacing broken items.



BILLS

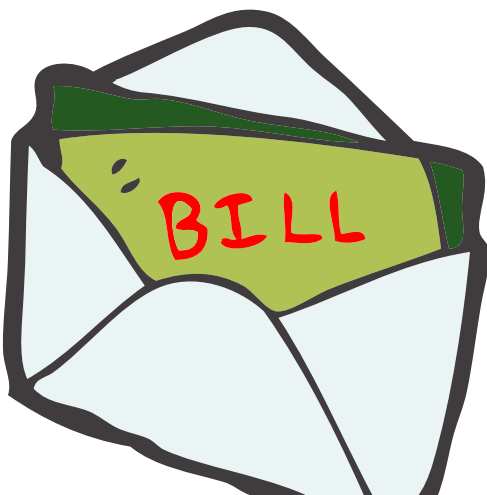
If you are lucky enough to have bills included in your rent, don't worry about them at all, but if you aren't:

1. Check your contract to see what bills you are responsible for (even if bills ARE included in rent). These could include gas, electricity, water, internet and a TV licence.
2. Get in contact with your landlord/ the current tenants of the house before you move in. You can ask them about the companies they use for bills. You can also work out if there any service provider overlaps. Contact suppliers before move-in to avoid being disconnected.
3. Ask the landlord to show you where the meters are and how to read them to enable you to give accurate readings to your utility providers. Take a photo of the gas and electricity meters as soon as you can so that you can't be charged for what previous tenants have used.
4. Check that you are on the best deal and consider changing suppliers – if you do, consult with the landlord first and check any possible cancellation fees.

Payment for Bills

There's a number of different ways of organising how bills get paid; usually people use one of the following;

- Set up a bank account into which everyone pays a set amount per week to cover your household bills. There are also some great apps and websites around for splitting bills
 - Take turns with who is responsible for paying each different bill.
 - Have one person in your house be in charge of paying the bills, and the rest of you pay your share into their bank account.
- It is important that everyone in the group sets money aside each month to settle the bills. Ideally all housemates are named on the account. If only one person is named on the bill this will be the only person who will be held responsible by the company.



Council Tax

If everyone living in your house is a student you are exempt from council tax.

You will need to obtain a council tax exemption certificate that you present to your landlord or the council (which one you send this to depends on you're the arrangements with your household, so before you do this check with your landlord, or send it to both).

Every person living in your house needs to obtain an exemption certificate.

If you are a registered student at the University, you can print your own Exemption Certificate. To do this you need to; log in to duo, click on the Banner Self Service tool, select Self Service Student Letters, and choose Council Tax Letter.

To find out more go to:

<https://www.dur.ac.uk/student.registry/student/counciltax/>

REPAIRS AND MAINTENANCE

What you are responsible for:

Report problems quickly to stop the problem getting worse. Plus, **report in writing** as well as verbally - be diligent with this: you are more likely to have to pay for repairs if your landlord discovers them all at the end of your tenancy and suspects neglect. Minor maintenance is your responsibility, such as unblocking sinks or cleaning fittings/fixtures/appliances/furnishings. Excessive damage caused by you (stained carpets, broken tables) may not be covered by repair - the term 'reasonable wear and tear' is very vague and flexible. Back any complaints up with a dated letter, keeping a copy for your own reference. Your agreement may have special conditions for reporting repairs, such as recorded delivery. This is the only way of proving a letter was sent and received and well worth the extra money for important repairs.

What you're not responsible for:

Your landlord is responsible for most repairs unless it is for something that you've damaged or misused. Your landlord is responsible for repairing both fixed items like taps and ovens, as well as any non-fixed items like furniture that have been provided (unless they have been damaged by the tenants). The law does impose a responsibility on your landlord; your rights to repair. Nothing in your agreement can alter this. The landlord's responsibility for repairs include:

- The structure of the property.
- Installations for the supply of gas, water and electricity.
- Sanitation
- Installations for the heating of space and water.
- The maintenance of any facilities provided (ie: furnishings, kitchen appliances).

Repairs are obviously necessary when items are no longer functioning correctly, for example, central heating, showers, ovens. Repairs also include; dampness, rotten floorboards, leaking roof, defective gas or electrical fittings, dangerous wiring, mould growth and broken glass (especially on external windows; this is part of your security). There are no set time limits for repairs to be carried out, but your landlord needs to take into account the nature of the repair and whether it is considered urgent or not. Check your estate agent or landlord's website for their specific policy on housing repairs and timescales.



REPAIRS AND MAINTENANCE

Good practice

The following guidelines are considered good practice:

- **Emergency repairs:** any repairs required in order to avoid a danger to health, risk to the safety and security of the tenants, or serious damage to the building or your belongings e.g. no heating/hot water/smell of gas/broken windows or outside door: within 24 hours of report of the defect/s.
 - **Urgent repairs:** repairs to defects which materially affect the comfort or convenience of the tenants. This would include leaking roofs, minor mice infestation or minor cracks in windows: within five working days of report of the defect/s.
 - **Non-urgent day-to-day repairs:** reactive repairs not falling within the above categories like guttering/fixing window frames: within 28 days of report of the defect/s or by arrangements with the occupiers after that time.
- If your landlord fails to attend to repairs then there are various courses of action available to you.

Action to take if the landlord is not responding:

The City Council: The Local Authority has a duty to take action if a house is 'unfit for human habitation', such as blocked toilets, severe rising damp, lack of hot water. The LA will serve a repairs notice if the property is unfit and repairs are the most satisfactory method of dealing with the problem. A landlord/lady is given 28 days during which work **MUST** begin. If work has not begun in that time the LA can arrange for the work themselves, sending the invoices to the landlord/lady.

Legal Action: Your landlord/lady may have broken the contract by failing to respond to requests for repair, if so you can sue them for breach of contract. Obviously this will require you seeking legal advice to ascertain the legal basis for the claim. After pursuing this through the courts a remedy should be reached and, if appropriate, damages may be paid.

These methods should only really be used as a last resort, as they can severely damage the relationship held with your landlord/lady.

DO NOT withhold rent when you are faced with outstanding repairs without seeking plenty of external advice. A landlord/lady could take proceedings to regain possession of the property on the grounds of rent arrears. You must have proof that you have previously reported the repair to the landlord and that a reasonable time has elapsed since then.

For more info see the SU's Advice here:

<https://www.durhamsu.com/advice-and-support/living-in-your-home/housing-repairs>

Another option is to seek support/advice through a tenants union (links in the useful contacts section!)

DEALING WITH LANDLORDS

Rights of Entry

Most landlords have limited access rights to the property they rent out. It is statutory law that they must give reasonable notice of their visits, except in case of emergencies. This is interpreted as **24hrs notice**. If a landlord persistently fails to give reasonable notice of visits or enters the property without your knowledge they will be in breach of contract. If you have a joint contract the Landlord will have to give notice to enter any part of the property. Individual contracts may mean that the landlord has the right to enter the communal areas. They would still have to give notice of the intention to enter your room. If you begin to have difficulties with continual unannounced visits you should seek external advice from the Accommodation Office or the SU. Many landlords are simply unaware of this aspect of the law, and it is enough to simply raise their awareness.

Illegal Eviction

Your landlord cannot attempt to force you to leave your home without following correct legal procedures. Unless you live with your landlord (unlikely in a student home), they must take you to court if they want you to leave the property before your contract terminates. If they fail to do this, it is a criminal offence. Seek advice immediately if your landlord tries to make you leave the property.

Harassment

Harassment by landlords or their agents is punishable by fines or a custodial sentence. It can take many forms, such as:

- refusing you access to parts of your letting,
- stopping you from having guests,
- entering the house when you are not in, or without your permission,
- removing restricting services such as hot water or heating, changing locks,
- moving in stooge tenants who cause nuisance,
- racial or sexual harassment.

If you feel you are being harassed then there are a number of places that can help you. The SU, Student Support or the Accommodation Office should be your first point of contact, but higher powers will probably need to be called in. The Council can intervene if needed - they have a Tenancy Regulations Officer who can become involved in cases of eviction or harassment. The Council has the power to prosecute landlords who have breached these laws, but they will need strong evidence and you will probably be called to court as a witness. They can also officially caution landlords, which will hopefully avoid the need for going to court. The Police can also be contacted if harassment or illegal eviction occurs outside Council office hours.

If you feel you are being harassed make sure you;

- Keep a diary, notes and photographs. What happened, where, when, were there witnesses?
- Report all these events to Student Support, the Accommodation Office, the Council, the SU or a solicitor.

FOOD AND SHOPPING

Market Hall

Market hall is located in Market square. Market hall is brilliant value for money, an environmentally friendly way to shop and a fantastic way to support local businesses. Market hall is where you can find pretty much 90% of the miscellaneous items you will need.

Food Shopping in Gilesgate:

Gilesgate has a tesco extra (fondly known as “big tesco”), Aldi, Lidl and Iceland. It’s the best place for a “big shop” or for cheaper options. Accessible by bus if you don’t live in the area.

Recipe Suggestions:

in this day and age, recipes can be easily found online. Some good websites to visit are:

https://www.bbc.co.uk/food/collections/easy_recipes_for_students

<https://realfood.tesco.com/student-recipes.html>

<https://studenteats.co.uk/>

Personally, I like finding recipes on youtube and my favourite channels are:

- Cheap Lazy Vegan
- Tasty
- Caitlin Shoemaker



Food Shopping in Town

- Tescos in Market Square.
- Holland & Barrett in Market Square.
- Robinsons – Located on 5 North Road. Student get 10% off.
- North Road Foods – the other side of the road to Robinsons – a good option for inexpensive and fresh fruit and veg.
- Tescos Express – 17 North Road – ideal if you’re living in the Viaduct area and want to do a quick shop. Open until 11pm even on a Sunday.
- Golden Pearl – 19 North Road – Asian Supermarket – you can also eat there!
- Sainsbury’s – 3 North Road. Also open until 11pm even on Sunday.
- Iceland- 4-5 North Road.
- Durham Food Store – 83 Claypath. Newsagents which sells food, ideal if you live in Claypath and want a quick shop.
- Dunhelm Food Stores – 29 New Elvet – Newsagents, good location if you live the Elvet area or want to grab something between lectures.
- Gilesgate Sainsbury’s - 9 Sunderland Road, your quick go-to if you live in the gilesgate area.

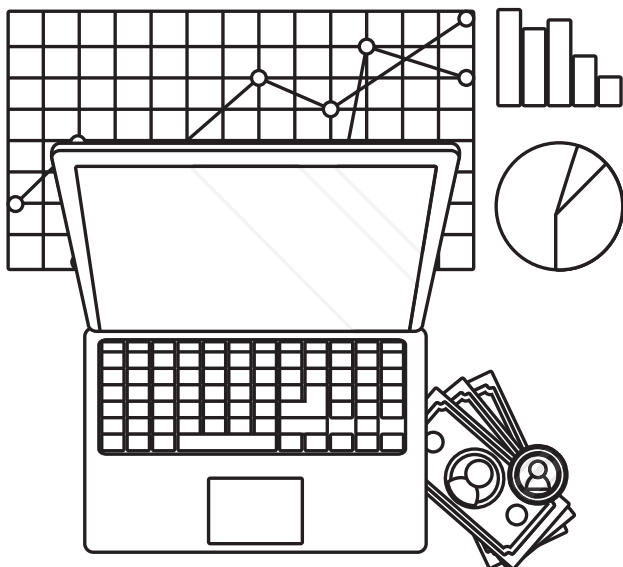
Online shopping can also be a good option if you split the costs of delivery among your housemates!

HANDLING MONEY

Working out how to handle your money is a personal choice, but here are some tips on how best to manage it.

Budgeting

Firstly, work out what your income for the year will be, Add up your loan from students finance, bursaries, any money from family members, any income from a job, any savings you are willing to spend or any other source of income you may have. Then add up the costs you know you will have, rent, bills (you may have to estimate this), phone bills, any insurance you have, tv licence etc. Whatever you have left is the money you can spend on food, books and supplies for your course, household supplies, clothes etc. To make sure you don't blow your budget it may be advisable to work out how much you should be spending either each week or each month. You may find it useful to withdraw your weekly allowance so you are able to see your money as it goes and avoid surprises. Don't worry too much if you go over your budget in some weeks or months. You are bound to have months where you need to spend more either through travel expenses, birthdays, events, etc. When you do go over budget just make sure you make adjustments in the following weeks to put you back on track.



Key Budgeting Tips:

- Don't be too optimistic in your first budget
- Start by identifying bills that you must pay, and include this in a small contingency fund
- Be aware of what you do spend. Try writing down everything you spend over a week or so
- Consider having a notebook which you can dedicate to recording your spending in one place. If you write it all down on different pieces of paper or just keep receipts in a box it will be harder to keep track of.
- Think about how to be smart in your budget, don't overspend on food
- Budget for big events on the university's social calendar, friends' birthdays, and travelling back home.
- Keep an eye on your bank account
- Keep holidays in mind as you may want to budget more for these
- There are budgeting apps you can download for free. These can help with day- to-day spending, and saving.

Useful Budgeting Links:

See the student union's advice on money here:

[https://www.durhamsu.com/advice-and-](https://www.durhamsu.com/advice-and-support/financial-support/budgeting-and-debt)

Support/financial-support/budgeting-and-debt

Money Saving expert student budgeting planner:

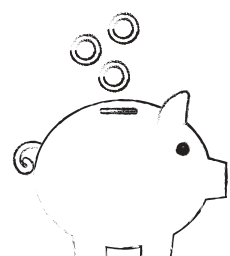
[https://www.moneysavingexpert.com/students/studen](https://www.moneysavingexpert.com/students/student-budgeting-planner/)
[t-budgeting-planner/](https://www.moneysavingexpert.com/students/student-budgeting-planner/)

UCAS budget calculator:

<https://www.ucas.com/budget-calculator>

Citizens Advice:

[https://www.citizensadvice.org.uk/debt-and-](https://www.citizensadvice.org.uk/debt-and-money/budgeting/budgeting/work-out-your-budget/)
[money/budgeting/budgeting/work-out-your-budget/](https://www.citizensadvice.org.uk/debt-and-money/budgeting/budgeting/work-out-your-budget/)



BEING A GOOD NEIGHBOUR

Much of the information in the following sections was kindly provided to me by our local resident's groups here in Durham. As well as moving to a shared house, you'll share local streets and spaces with a whole new community. You'll find people of all ages and occupations – working families with schoolchildren, retired households, maybe vulnerable adults in housing association flats, and University staff.

Top Tips:

1. Be conscious of the noise you make. When playing music make sure it is not too loud. Avoid making noise or playing music outside at all times – it will echo and disturb your whole neighbourhood. Keep all noise to an absolute minimum after 23:00.
2. Be sensitive to your neighbour's needs. It is likely they work, have children, or are retired – so will have a very different schedule to you. Make sure you are aware of this and act respectfully.
3. Ask your neighbours before hosting a party. Sometimes certain dates/times will work out better for your neighbours and you should work around this.
4. Always be aware of how your behaviour affects the community. Check out the council's info on being a good neighbour: <http://www.durham.gov.uk/article/7778/Every-body-needs-a-good-neighbour>

Noise Complaints

The rules on noise complaints are laid out clearly online and are available at: www.durham.gov.uk/article/3821/Noisecomplaints

Your contract might also state that you cannot make noise over certain times and if a complaint is made against you, your landlord may fine you.

Durham University Student Pledge:

Responsibility is key to community wellbeing in Durham. The Durham University Student Pledge encapsulates this:

- **My Pledge to Myself:** I undertake to... Demonstrate high standards of personal conduct in my interactions with the University and the wider Durham community
- **My Pledge to Others:** I undertake to... Be a good and considerate neighbour while living in College or within the wider Durham community"

Supporting your community in the time of Covid:

Covid risks will dominate City and University life for the months to come. To keep our communities safe, strict adherence to Government Covid precautions is needed by all. You'll be receiving messaging from the University, Durham Police and your landlords on the critical rules for:

- legal limits on indoor and outdoor group gatherings, and mixing with other households
- social distancing in streets and shops
- strict isolation of households should infection occur

You will be living among vulnerable groups, So please take care to keep your neighbours, contacts and yourself safe from infection.

Keep yourself and your community safe!

YOUR LOCAL AREA

Woods, parks and gardens

Great High Wood

<https://www.woodlandtrust.org.uk/visiting-woods/woods/great-high-wood/>

St Margaret's Allotments, Margery Lane

<https://stmargaretsallotments.com/>

Old Durham Gardens, nr Maiden Castle

www.olddurhamgardens.co.uk/

Wharton Park, North Road

<https://www.durham.gov.uk/whartonpark>

Flass Vale, Waddington St

<http://fofv.org.uk/>

Pelaw Woods

<https://www.pelaw-wood.org.uk/>

Aykley Woods

<https://www.woodlandtrust.org.uk/visiting-woods/woods/aykley-wood/>

Low Burnhall Woods

<https://www.woodlandtrust.org.uk/visiting-woods/woods/low-burnhall/>

Lesser-Known

Local Businesses:

Recyke Y'Bike

<https://recyke.bike/>

Pawsome Cat Café

www.thepawsomecatcafe.com/

Vennels Café

www.vennels.com

Crushed Chilli Gallery, South St

www.crushedchilli.co.uk/

Fowler's Yard (gallery and shops)

<https://www.fowlersyard.com/>

Secret Garden Cafe, Houghall

Facebook - The Secret
Garden Coffee Shop

Local History:

Durham Town Hall, Market Place

www.durham.gov.uk/durhamtownhall

'The Tithe Barn', off Hallgarth St

[http://www.keystothepast.info/article/10339/Site-](http://www.keystothepast.info/article/10339/Site-Details/pgDetail.aspx?PRN=D36709)

[Details/pgDetail.aspx?PRN=D36709](http://www.keystothepast.info/article/10339/Site-Details/pgDetail.aspx?PRN=D36709)

Medieval Kepier Hospital

<https://www.palatinare.org.uk/the-legacy-of-durhams-900-year-old-hospital/>

Durham Miners Hall, Redhills (Pitman's Parliament)

<https://redhillsdurham.org/>

Neville's Cross Battlefield Site

http://www.battlefieldsofbritain.co.uk/battle_nevilles_cross_1346.html

Ushaw College, nr Ushaw Moor

www.ushaw.org

Finchale Priory, nr Pity Me

<https://www.english-heritage.org.uk/visit/places/finchale-priory/>

The vennels, Saddler St

<http://gleeb-livinginengland.blogspot.com/2012/04/durhams-venerable-vennels.html>

Alington House, North Bailey

<http://www.alingtonhouse.org.uk/>



LOCAL RESIDENT'S GROUPS

These groups are all run by volunteers, and help local people work together to sustain and improve their environment. They welcome students to their membership, and are an excellent source of advice about local events, businesses, charities, and amenities.

Crossgate Community Partnership (CCP)

Albert St, Viaduct, Hawthorn Tce
www.crossgate.durhamcity.org.uk/
contact@crossgate.durhamcity.org.uk

Neville's Cross Community Association (NXCA)

North End, NX, to Lowe's Barn
Facebook– Nevilles Cross Residents
nxresidents@hotmail.com

St Nicholas Community Forum (SNCF)

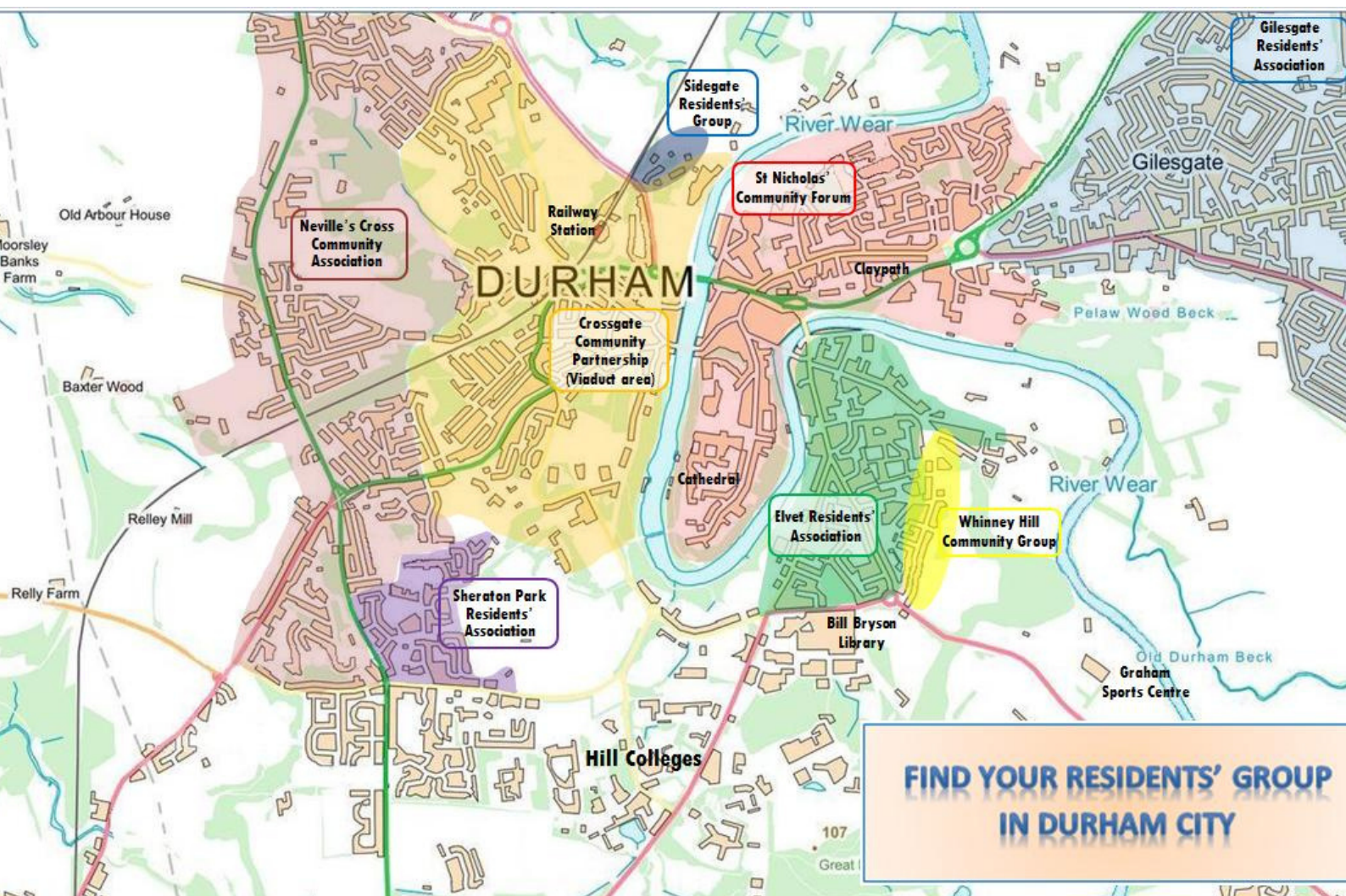
Peninsula, Claypath, The Sands
sncfdurham@hotmail.com

Elvet Residents' Association (ERA)

Church St, Hallgarth st, Old Elvet
churchst26@gmail.com

Gilesgate Residents' Association (GRA)

Gilesgate eastwards to Dragonville
gilesgateresidents@gmail.com



SAFETY AND SECURITY

General Security Tips:

- Please be careful and diligent in terms of security, most burglars are looking for rich and easy pickings, and student houses are perfect for both.
- If your house is fitted with a burglar alarm, please do use it—your insurance will most likely not cover you if you are broken in to.
 - Avoid displaying any electrical equipment in windows.
- Close the curtains at night – especially on the ground floor.
- Always remove valuables from the property when it is left unoccupied for a considerable length of time. Always ensure valuables cannot be seen through windows.
 - Displaying posters (for productions, ents, etc) in a window advertises the property as a student house: avoid it.
- Make friends with your neighbours, they can look out for you when you are away.
 - Lock all doors and windows when you are out- you can be held responsible for any damages or theft caused even when you are out.

Landlords:

There is no statutory minimum standard of security which can be enforced upon landlords, but they do have a responsibility to provide you with a secure home.

- Most Landlords will respond willingly to reasonable requests for window locks or extra bolts in order to tighten security.
 - External doors are most secure if fitted with a 5 lever mortice lock (BS 3621).
- All ground floor windows should be fitted with some form of window locks, along with any vulnerable first floor windows.
 - Older houses in Durham may be fitted with sash windows, the runners of which can be blocked to allow the windows to open just enough for ventilation, but not completely.

During the Holidays

- If you and all of your housemates leave your house for a few days at a time make sure you tell your landlord and neighbours. It is possible that the conditions of your tenancy stipulate that you cannot leave the property unattended for more than 30 consecutive days. Check your contract and discuss appropriate arrangements with your landlord if this is so.
- Take all valuables with you.
- Set a burglar alarm.
- Some people use timer switches for their lights to create the impression someone's home.
- Lock your room if you can – you may not be covered by insurance otherwise.
- Remove all food that will go mouldy.
 - Clean the fridge/oven.
- Empty the bins.
- During the winter months, avoid frozen or burst pipes by leaving the heating on low or timed for a few hours each morning and evening.
- Take out an insurance policy. Read carefully over the conditions of cover. Some policies, for example are not valid if the house is left unoccupied over the holidays.



FIRE AND GAS SAFETY

Fire:

Fire safety risks are much greater in a house occupied by unrelated individuals than in a family household. Student households often place considerable strain on electrical circuits due to the many electrical appliances they inevitably contain;

- Be careful not to overload sockets. Running several heavy appliances from one socket can cause electrical faults which lead to fires.
- Turn off all sockets when they are not in use, especially at night. Not only is this safer, it may save you a few pounds.
- Inform your landlord immediately if there are any problems; Warning signs include hot plugs and sockets, fuses that blow for no obvious reason, lights flickering, brown scorch marks on sockets or plugs.
- Contact your landlord if you doubt the safety of electrical wiring in your house. If their response is unsatisfactory you can refer the matter to the City Environmental Health Department.

Your landlord has a legal requirement to ensure that the house and furniture meets fire safety standards. Your landlord is also required to have a minimum of one smoke alarm installed on each storey of the property. Simple steps will reduce the risk of fire:

- Keep doors to communal areas closed at night or when you are out, especially the Kitchen door.
- Be careful with burning incense and candles. Don't leave naked flames unsupervised.
- Don't leave pans on hobs unattended.
- Report any electrical faults immediately.
- Check smoke detectors regularly.

It is often up to the tenant to regularly test smoke detectors to ensure they are working, and change the batteries. Contact your landlord *immediately* if your fire alarm is not working. Always keep fire exits clear and discuss with your housemates on a plan for if there is a fire in your house.

Gas:

It is a legal requirement for a landlord to have a gas certificate and so do ask to see one. You should also have a carbon monoxide detector fitted. It is a good idea you check with your landlord where it is located, and how to test it. The symptoms of carbon monoxide poisoning include headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness. Unfortunately, these symptoms are similar to many other ailments, such as flu, a common cold, or a hangover. If anyone is suffering from the above or you have suspicions about the safety of an appliance, seek help immediately. Either call the Accommodation Office in the Palatine Centre or the University Health and Safety officer, who have a CO detector. There is more information available regarding carbon monoxide poisoning here: <https://www.gassaferegister.co.uk/help-and-advice/carbon-monoxide-poisoning/>

If you suspect Carbon Monoxide poisoning:

1. Get fresh air immediately. Open doors and windows, turn off gas appliances and leave the house.
2. See your doctor immediately or go to hospital - let them know that you suspect CO poisoning. They can do a blood or breath test to check.
3. If you think there is an immediate danger, call the Gas Emergency Helpline on 0800 111 999.
4. Ask a Gas Safe registered engineer to inspect your gas appliances and flues to see if there is a dangerous problem. You should also inform your landlord as soon as possible.
5. Report all gas safety incidents to the Accommodation Office. The Office can check their records for valid certificates, chase up your landlord on your behalf or contact the Health and Safety Executive if necessary.
6. Do not use the appliance again until it has been passed as safe by a gas-safe- register engineer.

RUBBISH AND RECYCLING

Bin Collection:

The county council should collect your rubbish every fortnight and your recycling every fortnight. You are required to put your bins out before 07:00 on bin collection day. The council will not pick up extra bags that don't fit into the bin. If you fail to put your bins out on collection day you can be fined by the council. DO NOT leave bags out for long periods of time; this is unhygienic, clogs up the pavement and can attract vermin. The council can also fine you for this. You can find out when your bins get collected by entering your postcode here:

<http://mydurham.durham.gov.uk/article/12689/My-Durham-search>

Larger Items:

If you have larger items that wouldn't usually fit in your bin you can pay the council to take them away. This includes things like bin bags of waste from a party, or dining chairs, or even much bigger things like sofas/fridges. To find out more about this service and book your bin collection go to: <http://www.durham.gov.uk/bulkywaste>

For the council's info on all things bins:

<http://www.durham.gov.uk/article/1866/Household-bin-collections> and go mad here:

<http://www.durham.gov.uk/recycling>

Bin it right

A guide to what you can put in your recycling bin and box



If you want to know more about what goes in what bin go to:

<http://www.durham.gov.uk/whatgoeswhere> . Don't forget that there are nearby recycling points around Durham to dispose of lots more rubbish/recycling. There are plenty of recycling facilities at Tesco's.

DAMP

Many of the student houses in Durham are Victorian style (or older) and aren't really built to accommodate modern heating services. This means that damp is a common problem in student houses in Durham. Damp can have serious consequences for your health so please please try and avoid it as best you can and sort it out quickly if it does arise.

What Causes Damp?

- o Lack of Ventilation in the house (so make sure you use extractor fans if you have them and open windows and doors).
- o Not enough heating (it is your responsibility to heat your house enough to avoid damp – even if you have to pay bills separately).
- o Other things can also be a cause of damp such as leaking pipes, or rain seeping in through the roof or around window frames.

If you have damp:

- Contact your landlord as soon as you notice damp.
- Check that they do not simply paint over the damp, as it needs to be sealed properly.
- If you need a dehumidifier, first see if your landlord will buy one. If not, they are often a worthy purchase, or bowls of rock salt around the damp room can be helpful for a fraction of the cost.
- Take photos of the mould in order to document how it is changing.
- If your house has damp, or you suspect you have been living in a house with damp for a while please see a doctor. Damp can cause infections and respiratory problems, amongst other things.

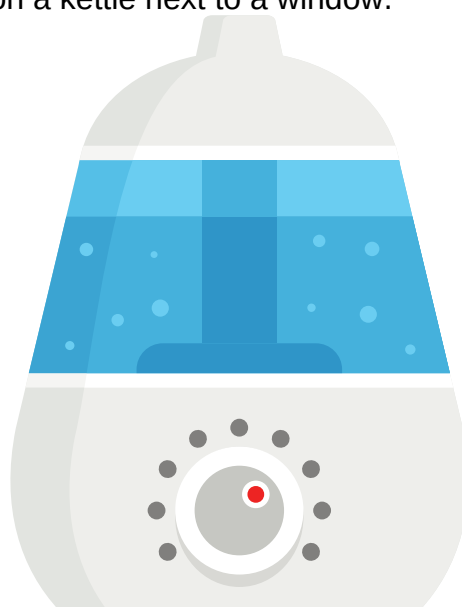
See the council's advice sheet for damp if you are experiencing problems:

[https://s3-eu-west-](https://s3-eu-west-1.amazonaws.com/nusdigital/document/documents/30033/d879b05b45224e0457f8a7c6dd175be2/Council_damp_leaflet.pdf)

[1.amazonaws.com/nusdigital/document/documen](https://s3-eu-west-1.amazonaws.com/nusdigital/document/documents/30033/d879b05b45224e0457f8a7c6dd175be2/Council_damp_leaflet.pdf)
[ts/30033/d879b05b45224e0457f8a7c6](https://s3-eu-west-1.amazonaws.com/nusdigital/document/documents/30033/d879b05b45224e0457f8a7c6dd175be2/Council_damp_leaflet.pdf)
[dd175be2/Council_damp_leaflet.pdf](https://s3-eu-west-1.amazonaws.com/nusdigital/document/documents/30033/d879b05b45224e0457f8a7c6dd175be2/Council_damp_leaflet.pdf)

How to Avoid Damp:

- Keep air in your house moving – open doors and windows.
- Keep your heating on (even if its only a low heat for a few hours a day). In cold weather you are always advised to keep heating on to a minimum of a low background heat at ALL HOURS – even when no one is home.
- Make sure surfaces are always clean and dry.
- Get dehumidifiers – you can buy them for 99p in Savers
- Make sure your landlord has an adequate ventilation system in place – if not speak to him/her and see what they can do for you.
- Try not to overload cupboards or wardrobes as that can trap air.
- If you have extractor fans USE THEM as often as you can.
- Don't trap heat (for example; leaving clothes to dry on or next to a radiator)
- Furniture positioning – leave a gap in between the furniture and the wall. Wherever possible try and position furniture against internal, and not external walls.
- Put lids on saucepans when cooking, if you can position a kettle next to a window.



MOVING OUT

Checklist:

-Disconnect the telephone and have any bills forwarded to your home address. BT will need three days notice.

- Call gas and electricity suppliers to remove yourselves from the bills, remember to give them meter readings. Take photos of the meters in case of any later disputes.

- Remove your leftovers sensibly - call Waste Management at the City Council and they will take an extra 3 bags with your wheelie bin.

- Call your landlord and try to arrange a joint inspection of your house. Either get them to sign something confirming that the property is satisfactory and deposit will be returned, or you will at least have time to attempt to rectify any problems.

- Ensure all communal areas are clean as well as your own room. The cleaner you leave the property, the less likely you are to have your deposit retained.

- Check your contract; it is common for you to be responsible for having your house professionally cleaned just before you move out. Leave furniture in its place of origin, where the landlord expects to find it, and take all of your belongings with you. Landlords can charge for any 'rubbish' left in the house.

And remember: old books can be donated to Cuth's Library!

For advice from the SU go to:

<https://www.durhamsu.com/advice-and-support/leaving-your-home/moving-out>

Deposits

Deposits can only be retained if your landlord shows that they have suffered financial loss, for example; damage to the property, unpaid rent, missing items, cleaning, and failure to pay bills. Deposits may take over a month to be returned to you. If your property is Code of Standards, your landlord has 4 weeks, or 6 if they own more than 3 properties.



YOUR JCR EXEC

JCR Executive Committee oversees and manages the day-to-day running of the independent charity that is the JCR. The charitable aim of the JCR is literally to enrich the lives of Cuths' students, and the JCR exec are here to help you! Do not hesitate to contact any of us if you think we can help you.

President: President@cuths.com (she/her)

I'm Saskia and I'm the JCR President for the year 2020-2021. I was a Cuth's student but graduated the summer just gone with a History degree, so being JCR President is now my full-time job. This means I'm in charge of the day-to-day running of the Cuth's student community, which covers everything from college sports and societies, balls and events, welfare, elections, our facilities, and our relationship with the wider university.



Finance and Compliance Officer: FCO@cuths.com (she/her)

Hi I'm Maddy, a Classics graduate, and this year's Finance and Compliance Officer (FCO). This is a sabbatical role so you'll be seeing me around college a lot! I handle the JCR's finances - from match fees for college sport to our entire annual budget and making sure we stay compliant as a charity.

Vice President: Vice-president@cuths.com (he/him)

Hi, I'm Michael, I'm a Fourth Year Languages student, and I'm this year's JCR Vice-President, which means that aside from the fresher's handbook, as Vice-President I put together the agendas and minutes for JCR meetings and meetings of various other committees, I generally help out other JCR officers, and I organise stash orders (college branded clothing)



YOUR JCR EXEC

Facilities: facilities@cuths.com (he/him)

Hey! I'm Matt! I'm a second year Computer Science student and your JCR Facilities Manager. I oversee a few things. Firstly, I look after our two gyms; we have one on the Bailey at House 8 and one at Parson's Field in Refounder's. Secondly, with a lot of help from our Music Committee, I look after our music room in Fonteyn Court. And lastly, I maintain, and hire out, the Green Machine. This is the name we give to the tech we use for events like karaoke (I bloody love karaoke) or silent discos.

So, if you have suggestions for new equipment or have questions about any of the above, I'm the guy to get in touch with.



Sports & Societies: sports-and-socs@cuths.com (he/him)

Hi, I'm Tom, a 3rd year Computer Scientist and your Sports and Socs chair this year. We have almost 40 different sports and societies in Cuth's and as your sports and socs chair, my role is to coordinate and assist them. I also am responsible for entering our teams into their various leagues, organising inter collegiate competitions such as our varsity with Hild Bede and being our liaison with Team Durham (The university's main sporting body). I also manage the Team Cuth's Facebook and Instagram pages along with our Sports and Socs reporters keeping everyone up to date on our latest sporting achievements. Finally, I am responsible for arranging the end of year team photos and our ever popular charity naked calendar. If there are any questions about any of our many sports and societies or how to start your own I'm who to ask.

Librarian: Librarian@cuths.com (she/her)

Hi everyone, my name's Eleanor! I'm a third year Historian and I'm your Librarian for this year. There are lots of different jobs that I do in the library such as organising the volunteers and employing the stock managers. I also make sure that the book orders go through smoothly each term. There is a budget set aside for updating the library stock each year and a significant portion of that is made up of books that are requested by Cuth's students - you can find the form on cuths.com!



YOUR JCR EXEC

Outreach: outreach@cuths.com (she/her)

Hi, I'm Lottie! Outreach committee is the place for all things charity and volunteering, and as chair I get to head up this wonderful group! Our main focus is working with our local community, running two Cuth's volunteering projects in local schools, working closely with project run centrally in the university, and putting the fun in fundraising for local charities.

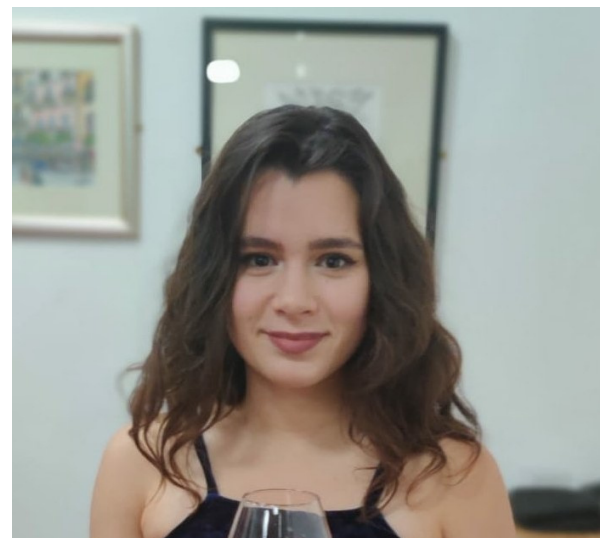


Communities: communities@cuths.com (he/him)

Hi! I'm Eduardo (Edo for short) and I'll be your JCR Communities Officer this year. I'm a Latino 3rd year Law student from Colombia. As Chair of the Communities Committee, my role involves the supervision and assistance of all activities relating to minority groups in college, helping to organise campaigns and events to ensure the wellbeing of all students within Cuth's. This includes providing support services to facilitate and raise any issues relating to integration, special arrangements, opportunities and representation across campus, and bring all these forward to the executive committee, SU committee and/or any other suitable bodies.

Publicity and Relations Officer: PR@cuths.com (she/they)

Hi I'm Rowan, your Publicity and Relations Officer. My role picks up a lot of random tasks that aren't covered by other exec roles, but essentially I cover "publicity" (the newsletter, streaming JCR meetings, overseeing parts of social media and the website) and "relations" (I sit on Students' Union Assembly, representing Cuth's). I also give the housing talk in October and write the livers-out handbook. Basically, I'll be your girl if you want an event published in the newsletter, have questions about how the Students' Union's can represent you, or need signposting about housing.



Postgrads and Mature Students: PG-rep@cuths.com (he/him)

Hi, I'm Jack, your Postgraduate and Mature Students' chair for the upcoming year. This basically means I am in charge of representing Postgraduate and Mature students in the JCR, college and the wider university. I also work with the Postgraduate Committee to put on events in college for these students.

YOUR JCR EXEC

Events: events@cuths.com (she/her)

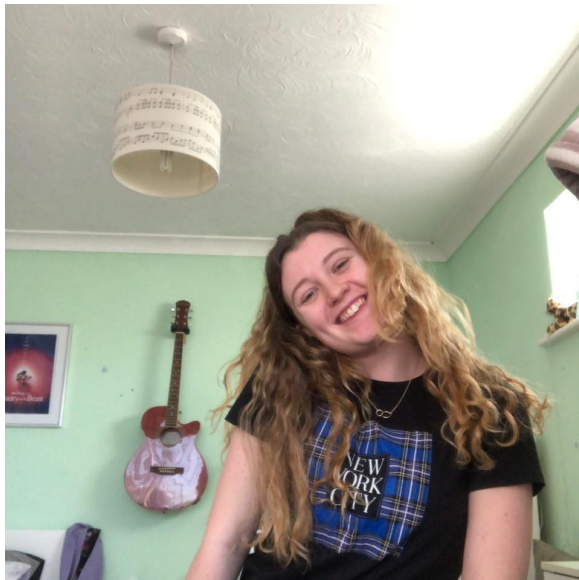
Heya! I'm Serena, I'm a 3rd year Politics and Philosophy student and I'll be your Social Chair for this year! As Social Chair, my job is to organise the social events in Cuth's. This includes Fresher's Week, in-college events - like 'Feast' and Cuth's' Day - as well as Michaelmas and Summer Ball that are much bigger and hosted in fancy external hotels (think Gatsby). These may be uncertain times, but I'm going to do my best this year to organise college events that are as spectacular as ever, and that really put the 'social' in social distancing!



Welfare: senior-welfare@cuths.com (she/her)

Hi! I'm Emma and I am your Senior Welfare Officer for this year!

I am staying on at Cuth's (I just love Cuth's so much!) to do a masters in Education, having done my undergraduate degree in Music. As Senior Welfare Officer, it is my job to oversee all the wonderful peer-to-peer support that the JCR offers. Our officers hold weekly drop-ins in our Welfare Room which are confidential and non-judgemental. If you need a friendly face, someone who will just listen or you need signposting to the wide range of support both Cuth's and the university have to offer, then you can come along to our drop-ins or you can drop me, or any of the officers an email and we will be more than happy to help. Cuth's Welfare also runs educational campaigns tackling mental and sexual health issues, holds events (welfare is particularly known for its pub quizzes!), talks, and much more.



JCR Chair: chair@cuths.com (he/him)

Hi, I'm Ben, a second year History student who will be your JCR Chair this year. This means that I chair JCR Meetings, as well as GovComm, which deals with motions, elections, and complaints. I'm completely impartial and can help with any questions you have regarding the Standing Orders and Constitution. But most importantly, I'm here to help you effect change: whether that be setting up a new society in Cuth's, condemning university actions, or anything in between. The JCR can be confusing at times, so if you want something to happen in college but aren't sure how, send me a message and we can figure it out!



SPORTS AND SOCS

. As long as you opted into the JCR levy at the start of your first year (and even if you didn't you still can) you are still a member of the JCR and entitled to all the same things the JCR does for you. This includes the common rooms, the bars, the gyms, the pool table, the library, the laundry rooms, the gardens and the IT suites. We have 40 sports and societies in Cuths and it's a great way to get involved with college, as well as meet new friends and spend time doing things other than working. A lot of these activities are free (for JCR members), and don't require much commitment, remember it's never too late to start something new! If you're interested in any of the sports and societies listed below feel free to contact their president to get involved or join their Facebook. If you have any more questions about sports and socs in cuths just contact the sports and societies chair.

Sports:

Badminton

James Reston james.d.reston@durham.ac.uk

Basketball

Daniel Ainscough daniel.ainscough@durham.ac.uk

Boat Club

Charlotte Carter cuthberts.boatclub@durham.ac.uk

Climbing

Sam Marshall samuel.marshall@durham.ac.uk

Cricket

Sam Lingard s.lingard@durham.ac.uk

Darts

Ed Evans edward.evans2@durham.ac.uk

Football (Men's)

James Nugent james.nugent@durham.ac.uk

Football (Women's)

Rosie Garvey-Cocker rose.garvey-cocker@durham.ac.uk

Futsal (Men's)

Dylan Bregman dylan.bregman@durham.ac.uk

Hockey

Ross Gardiner ross.a.gardiner@durham.ac.uk

Mixed Lacrosse

Maxim Ayliffe dlsq17@durham.ac.uk

Netball

Maddy Champion Madeleine.r.champion@durham.ac.uk

Pool

Jack Briscoe jack.d.briscoe@durham.ac.uk

Rounders

Jack Simmonds Jack.simmonds@durham.ac.uk

Rugby (Men's)

Daniel Vogel Idaniel.vogel@durham.ac.uk

Rugby (Women's)

Caitlin Bonpun caitlin.bonpun@durham.ac.uk

Squash

Lucas Rehman lucas.rehman@durham.ac.uk

Swimming

Emma Graham Emma.j.graham@durham.ac.uk

Ultimate Frisbee

Sally Wyatt sally.a.wyatt@durham.ac.uk

Wildcats Cheerleading

Liv Emin Olivia.e.emin@durham.ac.uk

Societies:

Art Soc

Kiera White Kieralwhite@outlook.com

Big Band

Alfie Whillis cfrp66@durham.ac.uk

Biscuit Appreciation

N/A

BodCon

Serena Smart serena.k.smart@durham.ac.uk

Choir

Megan Davies Megan.m.davies@durham.ac.uk

Drama

Imogen Usherwood imogen.o.usherwood@durham.ac.uk

Feminist Society

Carlotta Meyer carlotta.meyer@durham.ac.uk

Gardening

Stella Jansen stella.jansenn@durham.ac.uk

Karaoke

Dan Takyi Daniel.Takyi@durham.ac.uk

LGBT+ Society

Lara Halici lgbt-rep@cuths.com

Orchestra

Alex Cooke alexander.j.cooke@durham.ac.uk

Real Ale and Cider Appreciate

Euan Martin euan.a.martin@durham.ac.uk



JCR ON SOCIAL MEDIA

Fresher's Groups

You will all most likely already be in your freshers facebook groups for your years where things relating to college will be advertised. If you're not on your year group's freshers page please contact me PR@cuths.com or Saskia president@cuths.com and we can help you out!

Cuth's JCR Elections Page

Keep up to date with JCR meetings where you can find out what positions are available to run for, when the meetings are and keep up to date with who is running. Search cuths jcr elections on instagram!

Facebook: www.facebook.com/CuthsElections/

Cuth's Outreach Committee

Like this page to keep up to date with the work of the outreach committee as well as opportunities you can get involved with yourself! Facebook: <https://www.facebook.com/cuthsoutreachcommittee/> Instagram: [@cuths.outreach](https://www.instagram.com/cuths.outreach)

Cuth's Bar

Like this page to keep up to date with the bar! Facebook: www.facebook.com/browniebomber/

Cuth's LGBT+

Like this page to keep up to date with the LGBT!

Facebook: www.facebook.com/Cuths-LGBT-180892015947907/

Instagram: [@lgbtcuths](https://www.instagram.com/lgbtcuths)

Cuth's Postgrads

Follow this page to keep up to date with what the postgrad and mature student's are doing!

Instagram [@cuthspg](https://www.instagram.com/cuthspg)

St Cuthbert's Society JCR

For the JCR official accounts got to:

Facebook: <https://www.facebook.com/cuthsjcr/>

Twitter: [@CuthsJCR](https://twitter.com/cuthsjcr?lang=en) [https://twitter.com/cuthsjcr?](https://twitter.com/cuthsjcr?lang=en)
Instagram: [@cuthsjcr](https://www.instagram.com/cuthsjcr/)
www.instagram.com/cuthsjcr/

Team Cuths

Follow this page to keep up to date with everything happening with our sports and societies. Facebook:

<https://www.facebook.com/TeamCuths/>

Cuth's Welfare

Follow these to keep up to date with all things welfare: **Facebook:**

www.facebook.com/cuthsjcrwelfare

Instagram [@cuths_welfare](https://www.instagram.com/cuths_welfare/) or
www.instagram.com/cuths_welfare/

Cuth's Library

Keep up to date with the library! Facebook: www.facebook.com/Cuths-Library-132787526779184

Cuth's Bleeds Green

Keep up to date with Environment society/ Committee! Facebook:

<https://www.facebook.com/cuthsbleedsgreen/>
Instagram: [@cuths_bleeds_green](https://www.instagram.com/cuths_bleeds_green/) or
www.instagram.com/cuths_bleeds_green/

JCR FACILITIES

Cuth's Bar

We are lucky enough to have two college bars! One in Parsons located in Brooks, and another in House twelve on South Bailey. Both bars are run by students – so you can apply to work behind the bar, a fantastic way to stay involved in college, and you get paid! Look out for when applications open in the newsletter. Both bars are a great place to socialize and both are very reasonably priced.



The Library

We are lucky enough to have two college bars! One in Parsons located in Brooks, and another in House twelve on South Bailey. Both bars are run by students – so you can apply to work behind the bar, a fantastic way to stay involved in college, and you get paid! Look out for when applications open in the newsletter. Both bars are a great place to socialize and both are very reasonably priced.

The gyms

We have two gyms at Cuths, another way to stay in touch with college and make the most out of that JCR levy that you've paid. There is a cardio gym located in Refounders, and a weights gym in House 8 on the bailey. The gym is currently run by the Facilities manager; (facilities@cuths.com)

