

# Livers Out Handbook 2024



# WELCOME TO THE HANDBOOK!

Luke Birch He/Him

Hi everyone! I'm Luke and I will be your SU rep this year. A big part of this role is that I am also the Cuth's livers out rep so I'm here to help you with anything you may need now you are living out of college.

If you need me at any point in the year I can always be reached on Instagram @cuths.su.rep or via email at su-rep@cuths.com



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For most of you this will be your first time living out, so this handbook will hopefully give you all the information that you need to know. You probably won't read the whole of this handbook but it can be useful to have to refer to as needed.

Hopefully you won't have any big issues whilst living out but if something doesn't go to plan remember you can contact me at any point. There are also other places you can get advice - the SU and Durham University. Always remember that Cuth's Welfare have regular drop ins and can also be contacted on their Instagram and you can also use nightline if you are having any trouble whilst living out and you want someone to talk to.

Luke



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# Living Out

This section of the handbook should have everything that you need to know about living out. It will be helpful to download a copy of the livers out handbook in case you have any issues throughout the year. Not all of the information will be relevant for you at this moment in time but use this handbook to refer back as needed.

I recommend that you look at everything that you are unsure about. Living out can be a big adjustment for some people but don't worry this handbook is here to help you. Some of this information may not be completely relevant to you especially if you have already moved in but there is still plenty that will be.

In this handbook there is information about moving in, bills, repairs and maintenance, safety and security dealing with landlords and a bunch of other helpful sections. Please use the contents page to refer to the specific sections to easily navigate the handbook.

# MOVING IN

## *Inventory*

When you first move into your house it is a good idea to take an inventory of everything in the house. This can help to get your deposit back if your landlord claims there are items missing. If your landlord has provided you with an inventory check that all of the items are correct and make sure to check if any items are damaged.

Sign your inventory and get your landlord to sign it as well.

You should also take photos to show the state of any items particularly ones that are damaged and make sure they are dated and sent to the landlord. You should also take photos of what the house looks like when you move in so you have evidence of the condition of the house when you moved in.

## *How things work*

If you can you should check with the landlord how the appliances in your home work when you move in. This includes central heating and the washing machine. Knowing how to correctly use your appliances will ensure you are less likely to break them which could cause you to be held liable to pay for the repair. You should also make sure you know where the stopcock is in case of a burst water pipe.

## *Essential Items*

Here are a few essential items that you may need now you have moved into a house of your own.

# MOVING IN



## *Essential Items*

- Cutlery
- Chopping Boards
- Pans/Roasting Tins
- Bowls and Plates
- Glasses and Mugs
- Washing up liquid and brushes/sponges
- Tea towels
- Oven Gloves
- Cooking Utensils
- Cooking Oil
  
- Tupperware
- Tools - screwdrivers etc
- Toilet roll
- Bath mats
- Toilet brush
- Bathroom and kitchen cleaning products
- Lamps
- Cushion
- Freezer bags
- Clothes horse

Your house may come with some of these essential items or you may have some if you were self catered in first year, if not you can buy them from Ikea. charity shops or `Overheard at Durham Uni`

# TRANSPORT CONTACTS

## Public Transport Enquiries

### **Durham Bus Station**

0191 420 5050

### **National Rail Enquiries**

03457 48 49 50

### **National Express**

03717 818181

### **Night-cab**

07922 648802

## Durham Taxis

### **Durham City Taxis**

0191 367 0503

### **BM Taxi**

07733 747 699

### **Pratts Taxis**

0191 386 4040

### **M&M Taxis**

07535 600 059

### **Lenny's Taxis**

0191 377 9299

### **Polly's Taxis**

07773 227227

### **Colors Taxis**

0191 371 2727

### **Freedom Private Hire**

0191 378 9963

### **Airport Cars Durham**

0191 386 5796

## Durham Nightbus

Durham SU has it's own night-cab service which can be used by calling 07922 648802. This runs Monday - Saturday 21:00 - 02:00 and Sunday 21:00 - 23:00.

Journeys cost £3 per person and run during term time and is provided by local taxi firm Phoenix Taxis (also known as Pratts Taxis).

# PUBLIC TRANSPORT + PARKING

## Arriva Bus Travel Discount

Durham University and Arriva buses have a deal that students can travel anywhere within the Durham District for £1.50 a day. Just show the driver your campus card when you get on the bus. There are also other weekly and yearly options for the bus which you can purchase online. For more detail go to [https://www.dur.ac.uk/resources/greenspace/travel/AlternativeTravelOptionstotheUniversity\\_May2019.pdf](https://www.dur.ac.uk/resources/greenspace/travel/AlternativeTravelOptionstotheUniversity_May2019.pdf)

## X12 to Newcastle

Durham University Students can also travel to Newcastle City Centre on the X12 service to Newcastle. This service goes from Durham bus station, the palatinate centre and a number of other locations around Durham. All you need to do is show your campus card to the driver. Alternatively you can also get the 21 or X21 which will take you there. All single tickets if you are 21 and under are £2

## Driving - Parking

If you are bringing a car up to Durham you will most likely need a resident permit to park in most areas in Durham.

To be eligible you will need to live in a building built or converted after 2000. The permit is needed between 8.00 am and 6.00 pm. It will cost £40 a year for the permit. The form can be found here:

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

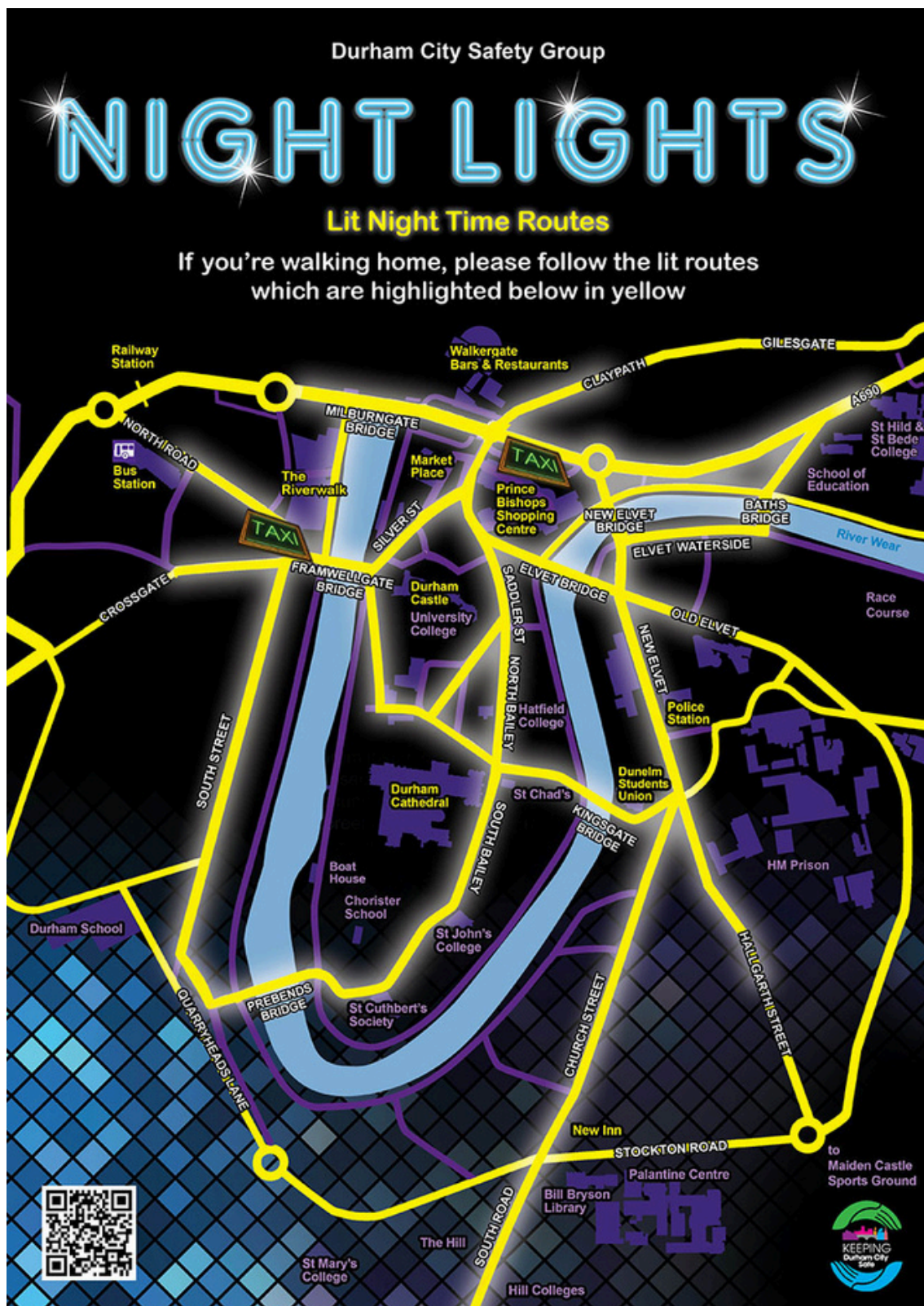
Some Estate Agents include parking permits in the house price. If you have a parking permits you can also get visitor permits.



# LIT ROUTES MAP

STAYING SAFE!

Now you are living out of student accommodation you might be walking in new parts of town you haven't been to before so here is a map of all the lit routes to help you stay safe at night.



# BILLS

## *Bills*

Bills can add a lot to the cost of living so it is important to be aware of them. Here are some tips to keep them as low as possible.

1. Check your contract to see what bills you are responsible for. This is very important even if bills are included with your rent as some bills included rents do not include everything. If you are considering changing utility supplier you can use comparison web pages to check if you can save money.
2. It can be worth getting in contact with your landlord or the current tenants of the house before you move in and ask about the companies they currently use for bills.
3. Ask the landlord where the meters are and how to read them to get accurate readings for your utility providers.
4. If you are thinking of changing energy suppliers consult the landlord first and check any possible cancellation fees.
5. Take a photo of the gas and electricity meters as soon as you move in (ideally on the first day of the contract so that you can't be charged for what previous tenants have used.

## *Payment for bills*

When paying bills there a few different ways people pay. You can set up a bank account which everyone pays into for the bills, you can use a website like splitwise to help split the bills, you can take turns paying the bills or you could get one person to pay the bills and everyone else pays their share into their account.

If all of your names are on the contract you will be held jointly responsible for paying bills but if only one person's name is on the contract then only they will be held responsible by the company.

# BILLS + COUNCIL TAX



## *Electricity Bill*

Contact your supplier before you move in to avoid being disconnected (it will take 48 hours for reconnection), and inform the supplier of your initial reading. It is a good idea to take a photo of the meter for proof.



## *Gas Bill*

You can put everyone's name on the account so you are held jointly responsible. Tell the supplier your initial meter reading and again take a photo of the meter,



## *Internet*

Look around for the best deals but make sure the contract length is suitable so you don't pay for more than you need. Make sure you ask permission before installing and fixing any cables. Get this sorted out ASAP because it can take time to get set up.



## *Council Tax*

You don't have to pay council tax as a student. You probably won't have to do anything in regards to council tax. If you end up getting a Council Tax bill then you can apply for an exception. You can find information here on applying for an exception here - <https://www.gov.uk/council-tax/discounts-for-full-time-students>

# REPAIRS + MAINTENANCE

## *What you are responsible for*

Report any problems quickly to stop the problem getting worse. Make sure reports are done in writing as well as verbally. You are much more likely to have to pay for repairs if your landlord discovers all at the end of your tenancy and suspects neglect.

Minor maintenance is your responsibility this includes unblocking sinks and cleaning fittings/fixtures/appliances/furnishings.

Excessive damage caused by you (which could include stained carpets and broken tables) may not be covered by repair - `reasonable wear and tear` is a vague term so not everything could be covered by it.

Make sure any complaints have a written record so you can prove that they happened.

## *What the landlord is responsible for*

The landlord is responsible for most repairs unless it is something you have damaged or misused. Your landlord is responsible for repairing fixed items like taps and ovens, as well as any non-fixed items like furniture.

The law imposes a responsibility on your landlord - your rights to repair. Your agreement does not affect 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

# REPAIRS + MAINTENANCE

## What the landlord is responsible for

Repairs are obviously necessary when items are no longer functioning correctly for example central heating, showers and ovens. Repairs also include dampness, rotten floorboards and a leaking roof.

There are no set time limits for repairs to be carried out, but your landlord needs to take into account the urgency of the repair. Check your estate agent or landlord's website for their specific policy on housing repairs and timescales.

Generally these are the types of repairs:

- Emergency repairs are any repairs that are required to avoid a danger to health, risk to the safety and security of the tenants, or serious damage to the building or your belongings. Examples include no heating or hot water
- Urgent repairs are repairs that materially affect the comfort or convenience of the tenants. This includes leaking roofs, minor mice infestations or minor cracks in windows (you would expect this issue to be dealt with within 5 working days of the report).
- Non urgent day to day repairs are any repairs that don't fall within the above categories. Examples of this include guttering/fixing window frames. You would expect these issues to be sorted within 28 days of the report.

If your landlord is not responding there are a few options for you.

## What you can do

- The local authority has a duty to take action if a house is unfit for human habitation and can serve a repairs notice and Durham City Council can do this for you
- Legal Action could be taken if the failure for repairs leads to them breaking the contract and you can sue them for breach of contract which will require legal advice.
- You could withhold your rent but this is a very risky method and can put you at serious risk of eviction. If you are considering this you should contact someone for advice.

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



# DEALING WITH LANDLORDS

## *Rights of Entry*

Landlords have limited access rights to the property they rent out. It is a statutory law that they must give reasonable notice of their visits, except in case of emergencies. This is a 24hr notice before visiting. If a landlord consistently fails to give notice they are in breach of contract.

If you have a joint contract the landlord will have to give notice to any part of the property. Individual contracts may mean that the landlord has the right to enter the communal areas. They still have to give notice of the intention to enter your room.

If you have difficulties with continual unannounced visits you should seek advice from the Accommodation Office or myself.

## *Illegal Eviction*

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

## *Harrasment*

Harassment by landlords or their agents is punishable by fines or a custodial sentence. It can take many forms such as but no limited to:

- 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

# DEALING WITH LANDLORDS

## Harrasment

If you feel you are being harassed then there a number of places that can help you. Myself or the Accommodation Office should be your first point of contact, but higher powers will most likely need to be called in, The Council can intervene if needed 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 string 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 be contacted if harassment or illegal eviction occurs outside Council office hours.

## Deposits

Deposits can only be retained if your landlord shows they have suffered financial loss, for example; damage to the property, unpaid rent, missed 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

If you have a dispute about the amount of deposit returned then you can use your deposit scheme's 'alternative dispute resolution' (ADR) service to help you get your deposit back.

If your deposit should be protected but isn't, you might be able to claim compensation of 1-3 times the amount. You'll also get your deposit back, though there may be money taken off for any damage you've caused or if you owe rent.

You'll have to go to court to get any compensation but you'll probably win your case if your landlord should have protected your deposit.

You can contact me or the Accommodations Office for help.

# SAFETY + SECURITY

## General Security Tips

Be careful and diligent in terms of your security. Student houses are a good target for burglaries so it is important to try and prevent them.

- 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.
- Posters for productions etc. can advertise it as a student house so avoid putting them in visible locations particularly in windows.
- 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 still be held responsible for any damages or theft that occur.

## During the Holidays

- Make sure that you know how long the property can be left unattended. It is possible that you cannot leave the property unattended for more than 30 consecutive days. Check your contract and discuss appropriate arrangements with your landlord if so.
- Take your valuables with you.
- It is a good idea to tell your landlord and neighbours.
- If you have a burglar alarm set it.
- You could use timer switches for their lights to give the impressions someone's home.
- Lock your room if you can.
- Clean your fridge oven.
- Dispose of any food that will go mouldy.
- 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.
- If you have an insurance policy (which can be a good idea) check the conditions of the cover. Some policies are not valid if the house is left unoccupied over the holidays.



# SAFETY + SECURITY

## Landlords

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

- Most Landlords will respond willingly to reasonable requests for window locks or extra bolts 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.

If your landlord refuses to provide a secure home contact the University Accommodation Office.

## Fire Safety + Smoke

Fire safety risks are much greater in a house occupied by unrelated individuals than in a family household so you need to be extra careful with fire safety in a student home.

Student households often place considerable strain on electrical circuits due to the many electrical appliances being used in a student house.

- 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 but it can help reduce your electricity bill as well.
- Inform your landlord immediately if there are any problems warning signs includes 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.

# SAFETY + SECURITY

## Fire Safety + Smoke

Your landlord has a legal requirement to ensure that the house and all of its furnishings meets fire safety standards. Your landlord is also required to have a minimum of one smoke alarm installed on each storey of the property.

Fire extinguishers and blankets are not a legal requirement, but some properties are installed with them. If you have used either of the items, you must inform your landlord. If you set off the extinguisher accidentally it is your responsibility to refill it. If you fail to do this you could lose money on your deposit.

To reduce the risk of fire you can:

- 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.
- Keep fire exits clear.

Contact your landlord immediately if your fire alarm is not working correctly.

## Gas Safety

It is a legal requirement for a landlord to have a gas certificate so make sure there is one. You should also have a carbon monoxide detector - it is a good idea to check with your landlord where it is located and how to test it.

The symptoms of carbon monoxide poisoning includes headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness.

Unfortunately these are common symptoms but if you have any suspicions about the safety of an appliance seek help immediately. Either call the accommodation office or the university health and safety officer.

# SAFETY + SECURITY



## Gas Safety

There is more information about 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 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 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 registered engineer.

# DEALING WITH DAMP

## *Damp*

Many of the student houses in Durham are not built to accommodate modern heating services and this means damp is a very common problem in student housing in Durham.

## *Causes of Damp*

- Essentially excess moisture
- Lack of ventilation in the house (so make sure you use extractor fans if you have them and open windows and doors).
- Not enough heating (it is your responsibility to heat your house enough to avoid damp even if you pay bills separately).
- Leaking pipes or rain seeping in through the roof or around window frames can also cause damp.

## *How to Avoid Damp*

- Open doors and windows
- Keep your heating on even if its only on a low heat for a few hours in a day. In cold weather you are always advised to keep heating to a minimum of a low background heat at all hours even when no one is home.
- Make sure surfaces are clean and dry.
- Get dehumidifiers.
- Make sure your landlord has an adequate ventilation system in place
- 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)
- Leave a gap in between furniture and the wall. Wherever possible try and position furniture against internal walls and not external walls.
- Put lids on saucepans when cooking.
- If you can position a kettle next to a window.

# DEALING WITH DAMP



## *Damp*

Contact your landlord as soon as you notice damp. Check that they don't just 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 you could purchase one yourself or bowls of rock salt around the damp room can help for a fraction of the cost.

Take photos of the mould to document how it is changing.

Condensation and damp are not the same thing. Condensation can cause black mould and this is not the landlord's responsibility. Things like hanging clothes to dry and not having the heating on can make this worse.

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.

For more info see the NHS's advice or phone 111

<https://www.nhs.uk/common-health-questions/lifestyle/can-damp-and-mould-affect-my-health/>

# LIVING IN THE COMMUNITY

## Being a Good Neighbour

It is important to build a good rapport with your neighbours. I advise you to introduce yourself to your neighbours (and get their contact details) as soon as you move in and build a good relationship with them from the start.

Tips for being a good neighbour:

- Be conscious of the noise you make. When playing music make sure it is not too loud (especially if you live in a terraced house). Avoid making noise or playing music outside of your house and keep noise to an absolute minimum after 11pm.
- Be sensitive to your neighbour's needs. It is likely they work, have children or are retired. This means they will likely have a very different schedule to you so make sure you are aware of this and act respectfully.
- Ask your neighbours before hosting a party, this will make them far less likely to make a noise complaint.

## Noise Complaints

The rules on noise complaints are available at  
<https://www.durham.gov.uk/article/3821/Noisecomplaints>

Your contract may also state you cannot make noise after a certain time or could have limits on the amount of people allowed on the property. If there is a significant amount of noise coming from a student house it is highly likely that the police will come to the property and ask for anyone who does not live there to leave.

If your neighbours are too noisy the first thing you should do is just talk to them. This is why it is good to have a good relationship with them.

To report a noise complaint you can contact the police on the non-emergency number 101 and the complaint will be referred to the University Security Community Response Team.

You can also contact Durham County Council for non-urgent support on 03000 260 000

# RUBBISH + RECYCLING

## *Bin Collection*

The council will collect your rubbish every fortnight and your recycling every fortnight.

You must put your bins out before 7am on collection day and the council will not pick up any extra bags that do not fit in the bin.

Do not leave bags out for long periods of time. This is unhygienic, can take up space on the pavement and can attract vermin. The council can fine you for this.

You can check the bin collection dates here - <https://www.durham.gov.uk/bincollections>

To check what goes in which bin check the Durham county council website here - <https://www.durham.gov.uk/whatgoeswhere>

## *Larger Items*

If you have larger items that won't fit in your bin you can pay the council to take them away. This includes things like bin bags of waste from a party, dining chairs or even bigger things like sofas/fridges. To find out more check - <https://www.durham.gov.uk/bulkywaste>

# MONEY + BUDGETING

## Budgeting

Budgeting works differently for everyone but here are some good ideas which can help you budget.

Firstly, work out what your income for the year will be. Add up your student finance loan, bursaries, any money from family members, any job income, any savings you are willing to spend and any other source of income you may have. Then add up your expenses that you know you will have - rent, bills, phone bills, insurance, tv licence etc. Whatever you have left is money you can spend on food, household supplies, clothes, going out, events etc.

It is advisable to work out how much money you should be spending each week or each month. Some people may find it helpful to withdraw your weekly allowance so you can see how much you are spending. Don't worry if you go over budget for some weeks or months. There will be weeks where your expenses are higher due to travel expenses birthdays, events etc.

When you go over budget it is important to make adjustments in the following weeks/months so that you get back on budget.

## Budgeting Tips

- Don't be too optimistic in your first budget.
- Start by identifying bills that you must pay.
- Be aware of what you spend, try writing down everything you spend in a week.
- Consider having a notebook where you write your spending. If you write in different places it will be harder to keep track of
- Think about how to be smart in your budget - budget for big events, friend's birthdays, travelling back home.
- Keep holidays in mind because you may want to budget more for these.
- You can download budgeting apps for free which can help with day to day spending and saving.
- Keep an eye on your bank account
- Use different accounts for savings, food shops, bills, socialising etc.



# MONEY + BUDGETING

## Budgeting Tools

- Student budget planner by NASMA that you can print out and use - [http://www.nasma.org.uk/uploads/public/Student\\_Budget\\_Planner\\_NASMA.pdf](http://www.nasma.org.uk/uploads/public/Student_Budget_Planner_NASMA.pdf)
- Save the Student is a website with tips and advice on budgeting/money for students - <https://www.savethestudent.org/>
- Here is the University's advice page - <https://durhamuniversity.sharepoint.com/teams/FinanceServiceInformationforCurrentStudents>.
- Here is the SU's advice for money - <https://www.durhamsu.com/advice-and-support/financial-support>.
- Some people might use an excel spreadsheet to help with their budget.
- Money saving expert's student planner - <https://www.moneysavingexpert.com/students/student-budgeting-planner/>
- Money saving expert student section - <https://www.moneysavingexpert.com/students/>

# Optional Costs

## *Parking*

Parking permits cost £40. Information can be found earlier on in this handbook

## *TV Licence*

It is a legal requirement if you are watching live broadcast television or using BBC iPlayer you must pay the TV licence fee. It costs £145 for the year and can be paid in instalments.

Information available here - <https://www.tvlicensing.co.uk/cs/pay-for-your-tv-licence/index.app>

## *Contents Insurance*

You may want to buy contents insurance for your personal possessions so they are protected against damage or theft. Some companies offer insurance aimed for students.

## *Garden Maintenance*

Check in your contract if you are responsible for the maintenance of any outdoor area at your student house. If so check what you are responsible for with your landlord and could cause some extra costs for you.

# SHOPPING

## Food Shopping in Town

Now you are living out you will need to cook for yourself. There are a few options for food shopping in town.

- Market hall (some things there could be cheaper so its worth having a look).
- Market Place Square Tesco, North Road Tesco, Claypath Tesco.
- North Road Sainsburys
- Holland and Barrett in Market Square.
- Robinsons on 5 North Road. Students get 10% off.
- North Road Foods
- Golden Pearl - an Asian supermarket located at 19 North Road.
- Iceland located on North Road
- Durham Food store and Dunelm Food stores - newsagents that sell food if you just need a few things.

## Supermarkets further out

Further out in Durham there are a few shops in Gilesgate. Sainsburys can be found on Sunderland Street and if you go a bit further out of Gilesgate you can find Aldi, Lidl and Big Tesco.

There are other shops up in Dragonville/Gilesgate if you have forgotten any home essentials.

A bit further outside of Durham you can find the Arnison Centre in Pity Me where you can find a mix of shops including Sainsbury's.

## Other Options

Online shopping can be a good option if you live further out and you can split the delivery cost between your housemates.

# MOVING OUT



## Moving Out Tips

Moving out is a very important process, especially if you want your Deposit back.

I recommend you do the following things to reduce any problems:

- If you have any bills make sure they are all forwarded to a new address and if you need to disconnect your phone make sure to do so.
- Call your gas and electricity suppliers to remove yourself from the bills and give them metre readings. Make sure to take picture of your meter readings for proof if needed later.
- Make sure to remove any leftovers and get rid of any rubbish.
- Ensure all communal areas are clean as well as your own rooms. They will expect all of them to be clean. I would make sure that even areas you don't use are clean including places like the utility cupboard.
- Leave furniture in its place of origin and make sure you take all your belongings with you.
- Landlords can charge you for any rubbish that has been left.

For more information go to -

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

# KEEPING A HAPPY HOUSE

## Chores

Chores are an unfortunate necessity now you are living out and it is important that you make sure everyone is doing their fair share to avoid creating tension in the house.

Each house deals with chores in their own way but it is important to discuss this as early as possible in the year so one person doesn't end up doing all the chores.

One way of doing this is creating a cleaning rota although this might not work for some houses. It is important to be flexible with people's different schedules but still make sure that everyone does their fair share.

## Communal Items

It is inevitable that you will have communal items in your house. Some things like toilet rolls and lightbulbs are obvious items that you will share. You can create a rota for buying household items, you could use an app to split the costs or you could all put money into one pot and use that.

Here's some things you could consider buying communally:

- Toilet Roll
- Kitchen Roll
- Tin Foil
- Clingfilm
- Hand Soap
- Cleaning Products
- Bin bags
- Freezer bags
- Baking paper
- Lightbulbs
- Batteries
- Washing Powder/Liquid
- Tea and Coffee
- Cello tape
- Washing up liquid
- First aid kit/supplies (things like plasters, antiseptic and paracetamol)

# KEEPING A HAPPY HOUSE



## *Disputes*

Living out can be a fantastic experience but it is very common to have tension between housemates at some point during the year, particularly during stressful times like exam season.

It sounds simple but try and just have an open and honest conversation with your housemates. They might not even realise they are causing an issue and the only way to resolve a problem is to talk about it.

Be very aware that some of your housemates may have extra stress particularly if they have more coursework give them a bit more leeway and try not to add to the stress.

Likewise be aware of what mess you are contributing to the house and try and minimise it. Particularly in the shared areas which can get messy very easily.

If you are having consistent issues and just want to talk to someone you can contact me and cuth's college welfare are always available.

For advice from the SU you can go here -  
<https://www.durhamsu.com/advice-and-support/living-in-your-home/living-with-friends>

# The Environment

## *Tips for taking care of the environment*

- Think about what food you are buying and the environmental impact it has.
- If you can afford fresh food from the markets locally sourced it can be very helpful sometimes it can be cheaper.
- Sometimes frozen fruit and vegetable can actually be more environmentally friendly than some fresh food imported.
- It can be more environmentally friendly to have a food order if you are driving to buy food.
- You could cook meals with housemates or freeze leftovers to make sure you don't create food waste.
- Using toiletries with less plastic packaging can help.
- You could use bamboo toothbrushes instead of plastic toothbrushes.
- Recycle as much as you can.
- Reuse bags and make sure you bring them to Tesco or any other supermarkets you go to.

You can follow [cutsforclimate](#) on Instagram for more tips or to get involved yourself.

# CONTACTS

## Staff Contacts

Our brilliant college staff are here to help if you need, so if you have any problems, or have been directed to someone and need to contact them, you'll find their emails below!

### **College Principal**

Tammi Walker  
tammi.walker@dur.ac.uk

### **Vice Principal**

Jon Warren  
cuthberts.vp@cdur.ac.uk

### **24/7 RSA**

0191 334 3470

### **Bailey Reception**

Renato Nunes Gomes Silva  
Joanne Franklin  
0191 334 3400

### **Assistant Principal (Student Support)**

Lydia Harris  
cuthberts.studentsupport@dur.ac.uk

### **SCR President**

Mark Miller  
cuthberts.scr-president@dur.ac.uk

### **College Operations Manager**

Sue Cole  
s.m.cole@dur.ac.uk

### **Brooks Reception**

Kath Randell  
0191 334 6596



## Other Useful Contacts

### **Students' Union Information**

info@durhamsu.com

### **University Counselling Service**

counsel.service@dur.ac.uk

### **Disability Support**

disability.support@dur.ac.uk

### **Students' Union Advice Service**

dsu.advice@dur.ac.uk

### **IT Service Desk**

itservicedesk@dur.ac.uk

### **Nightline**

0191 334 6444

