SUCCESSFUL STUDENT COMMUNITY PROJECT
(Pictured on the front)

CLIMBING WALL
Ben Wilkins, a student studying Osteopathy at Brookes, fulfilled his objective to encourage pupils from Our Lady’s Catholic Primary School to participate in a sport that they may not normally have the opportunity to participate in. Ben arranged for the children to experience Rock Solid, the climbing wall at Brookes.

‘This opportunity has built so much confidence and determination in the children that they just would not have received from our standard interventions. Thank you so much to all those who have made the project possible’.

Tim Edwards-Grundy
Assistant Head Teacher

BROOKES AND THE COMMUNITY
This leaflet is produced by Oxford Brookes University and Students’ Union

Guidance on living within the local community which we hope you, whether a student or a permanent resident, will find useful.

SUCCESSFUL STUDENT COMMUNITY PROJECT
(Pictured on the front)

CLIMBING WALL
Ben Wilkins, a student studying Osteopathy at Brookes, fulfilled his objective to encourage pupils from Our Lady’s Catholic Primary School to participate in a sport that they may not normally have the opportunity to participate in. Ben arranged for the children to experience Rock Solid, the climbing wall at Brookes.

‘This opportunity has built so much confidence and determination in the children that they just would not have received from our standard interventions. Thank you so much to all those who have made the project possible’.

Tim Edwards-Grundy
Assistant Head Teacher

HOW WE DEAL WITH CONCERNS
All concerns that are made to the Community Liaison Officer are logged and a response is given.

RESIDENTS’ COMPLAINT PROCEDURE
Contact Benedict van der Linde, Community Liaison Officer on community@brookes.ac.uk or 01865 484428.

The following is the process for dealing with complaints raised by local residents about concerns they have with students studying at Oxford Brookes University. All complaints are logged onto our Complaint Tracker Database and this data is used to inform our strategy on dealing with complaints.

In the first instance we check our records to confirm the property is rented out by students studying at Brookes.

1. If the property is registered as being rented out by students studying at Brookes we write to the students in the house and investigate the issue with them. We expect a response within 10 working days and this is relayed to the complainant.

2. If the matter persists or further complaints are received we call a meeting with the students to discuss the concerns.

3. If this is not successful and the issue cannot be resolved, a mediation session with the complainant and the students is organised.

4. If the action from the mediation is not taken forward or further complaints are received, the matter is referred to the Head of Student Services for further investigation, including the possibility of disciplinary action or fines.

If a satisfactory response is received from the students, we close the complaint and a letter is issued to both students and the complainant to confirm that the complaint is resolved.
INFORMATION FOR STUDENTS

WHAT IS OXFORD BROOKES STUDENTS’ UNION?
Oxford Brookes Students’ Union is a membership organisation for the students of Oxford Brookes University. As soon as a student is enrolled at Oxford Brookes they are automatically a member of the Students’ Union. It exists to provide representation, support and inspiration for its members throughout their time at university. Oxford Brookes Students’ Union is a registered charity.

LINKS WITH SOCIETIES
We support over 80 societies which organise a wide range of activities designed to enable students to meet others, to pursue hobbies and to develop new interests. These activities include dance and drama workshops, debates and discussions, seminars, performances and film screenings.

ACTIVITIES
We provide opportunities for our societies to host a range of events within space available on campus. We have recently developed spaces within the Helena Kennedy Student Centre to create dedicated student activity space.

STUDENT REP SYSTEM
The University has approximately 600 Student Representatives who together ensure that their department and faculty takes into account the needs of the students. Visit: www.facebook.com/OxfordBrookesSU

ADVICE FOR STUDENTS

THE STUDENTS’ UNION SAFETY BUS
Approximately 80 students volunteer to help students to get home safely. If you are having difficulties getting home, or if you feel at all vulnerable, call 0771 444 50 50 between 9:00pm and 3:00am (1:00am on Sundays). For more information on the Safety Bus please go to www.facebook.com/OxfordBrookesSU

THE STUDENTS’ UNION ADVICE CENTRE
The Students’ Union Advice Centre is staffed by professional advisers who can help you with many problems, including housing.

Previously students have been overly keen to secure a property before Christmas. This is simply not necessary and can lead to issues later on. For more information and to look at available properties visit www.brookesstudentpad.co.uk

Information for Residents

HERE TO HELP
Most students living in residential areas have good relationships with their neighbours. We acknowledge that at times some difficulties may occur which cause tension between our students and permanent residents. This is why we encourage you to get to know your neighbours and find out how their lifestyle differs to yours.

The University has a full-time Community Liaison Manager and Community Liaison Officer working to develop positive relationships with the local community. This is the first point of contact for those wishing to register a concern about the impact of the University or of our students on local residents.

We take seriously the concerns of our neighbours. Every concern raised is looked into and responded to. We work closely with other public bodies where necessary to establish a resolution.

Our students are adults, and so the university does not and cannot act in loco parentis. Brookes wants to encourage a close relationship between its students and residents.

We are here to help and welcome your advice and suggestions. Please contact:

Students’ Union:
Email: dsu@brookes.ac.uk or visit www.facebook.com/OxfordBrookesSU for more information.
University:
Email: Andrea Siret, Community Liaison Manager or Benedict van der Linde on community@brookes.ac.uk or call 01865 484288.

@brookesCLO

STUDENT COMMUNITY WARDENS
The University has appointed Student Community Wardens in some areas to assist with concerns raised by local residents. If you have Student Community Wardens in your area you can contact them by emailing: studentcommunitywardens@brookes.ac.uk or find out more at: www.brookes.ac.uk/about/community/good-neighbours/community-relations

SERVICES
Oxford Brookes University offers a range of services and facilities that are available to the wider community, not just Brookes students.

- BROOKESbus service
- Sports centre
- Osteopathic clinic
- Library
- Brookes Restaurant

For more information please visit www.brookes.ac.uk/about/community/services

INFORMATION FOR STUDENTS

NOISE
We advise students to discuss ways to compromise on noise levels.
- Keep music and noise to a reasonable level, especially after 11.00pm.
- Say your goodbyes in the house, not in the street or on the front doorstep.
- Out of courtesy advise your neighbours if you plan to have a party.
- Try to agree a mutually acceptable time for the party to end.

TRAVEL IN OXFORD
We strongly advise students not to bring a car to Oxford. The city has an excellent transport system which is complemented by the BROOKESbus service that provides direct bus routes to all campuses. There are cycling routes all over Oxford and this is a popular method of transport. Go to www.brookes.ac.uk/cycling for more information on maintaining your bike.

For students living in rented housing who must bring a car, we ask that you consider others when parking. Alternatively, try car sharing or car clubs. Commonwheels car club has a special offer for students. For more information visit their website – www.commonwheels.org.uk

This not only saves money, but also cuts congestion, reduces pollution and enables you to meet new people.

RUBBISH AND RECYCLING
We recognise that refuse is a big issue in the local community.
- If you put your rubbish out too early you can be fined.
- Leaving rubbish bags on the street or in the garden attracts vermin, looks unsightly and smells.
- Rubbish and recycling collections in Oxford have changed and in most areas recycling and refuse are collected on alternate weeks.

To find out when your collection days are, how the system works and how to receive text message reminders visit the Oxford City website (www.oxford.gov.uk). Students have found the reminder service extremely helpful.

BECOME A VOLUNTEER
Brookes Hub is developing as the focal point for much of the student charitable activity at Oxford Brookes University, connecting students with causes. We provide information, training and resources and run national conferences, award schemes, ethical internship schemes and socials. Visit www.brookeshub.org for more information.

You can also find out more about volunteering at www.brookescareerscentre.co.uk/volunteer.aspx or check the volunteers facebook page at www.facebook.com/BrookesVolunteers. You can also pop along to the volunteers fair on 25 October, 12 – 5pm.

INFORMATION FOR RESIDENTS