

# YOUR PERSONAL SAFETY LEAFLET

At Unite Students, we always put your safety first, taking every step to provide a secure Home for Success. We want you to feel welcome in your Unite Students' home. Here's some tips and advice to help you settle into your new home. We work closely with our university partners, local authorities, and the police to make sure all our residents are safe.

## Staying safe in your flat



- All our buildings have secure entrances which can only be accessed with your fob or key card and each bedroom door has its own lock.
- Our dedicated property team is available 24 hours a day. We also have CCTV at every property and our emergency contact centre is open 24 hours a day, 365 days a year on 0300 303 1611

We recommend you keep your flat and room doors locked when you go out. Even if you are only leaving the room for a short while, it is always best to lock the door behind you.

Every booking made with us includes dedicated insurance. This means personal items inside your room are automatically insured against fire, flood, theft, and accidental damage. While university accommodation and campuses are generally regarded as very safe, insurance provides peace of mind. However, your insurance could be invalid if the room is left unlocked.

Guests are welcome but please remember that you are responsible for your guests. Your guests can only stay for a few nights. It's important to remind your guests to be respectful of others and you should make sure they don't disturb others.

You can view our **Home Charter** ([www.unitestudents.com/home-charter](http://www.unitestudents.com/home-charter)) to find out more about what we expect from you, and what you can expect from us.

Be mindful of who you are letting into the building and always make sure they are a resident. If they are not a resident, ask them to wait outside until the person they're visiting meets them. If you don't feel comfortable asking them to do this, or if someone does follow behind you that causes you concern, report it to reception if someone is around or call our emergency contact centre on **0300 303 1611**.

If you notice anything, at any time, which worries you, we're here. Your reception team are on hand for anything you need, as well as our safety teams who are in your city overnight. We're also available on **0300 303 1611** 24/7, 365 days a year.

Please be aware of scammers. Unite Students, banks, phone companies and your embassy will not contact you asking you to share your bank details by text, over the phone or by email. If you receive any communication asking for your bank details or personal information and you are unsure if they are genuine, please contact reception who will help.

Your mental health is important, and there's always support available if you need it. **Student Minds** ([www.studentminds.org.uk](http://www.studentminds.org.uk)) are the UK's student mental health charity and have lots of resources available. There's urgent help if you need it, general support for you or if you're worried about a friend.

## Staying safe in the city and beyond

We hope you feel safe and secure when living with us, whether you're exploring your new city or travelling further. Here are some tips to make sure you stay safe when away from your accommodation:

Registering with a GP is one of the first steps you should take when you arrive. You can often do this on your university campus and it is important for if you are ever feeling unwell and require medical support. GPs can often support with other things too, such as if you're particularly struggling or feeling too overwhelmed and unable to cope. In a medical emergency, always call 999.

When out and about, please be careful with personal belongings and keep them safe. Don't leave bags unattended, keep expensive items like phones and wallets secure and be aware of pickpockets or people trying to snatch mobile phones.



Nights out can be a big part of student life. While the police, local authorities and the bars and nightclubs are working hard to make sure you are safe on a night out, here are some things you can keep in mind to stay safe:

- Put your keys, ID and other valuables somewhere you won't lose them.
- Always treat everyone you meet with respect and never touch someone without their consent.
- Getting home safely is important. Always avoid walking home alone, especially at night, and instead use a licensed taxi or public transport. Uber operates in most cities in the UK and offers safety features within their app, including sharing your location and taxi details with others.

#### Here are a few tips when it comes to drinking safely:

- Drink spiking is when someone puts a substance in your drink without your knowledge. This is rare, however, there is unfortunately a risk of drink spiking when you're out. Always keep your eye on your drink, don't accept drinks from people you don't know and don't leave it unattended.
- Recognise the signs that you or one of your friends is drunk – slurred speech, blurred vision, losing balance – and make sure they get home safely or get medical attention.
- As a whole, drugs consumed in a drink or otherwise aren't safe – you should never consume an unknown substance (whether its food, a drink or a drug) as the consequences of doing so could be life threatening.

Public transport is generally safe in the UK. You can use different modes of transport, such as the train, underground, buses, taxis or private hire apps like Uber and Bolt. They are a comprehensive, efficient, and a safer way to travel from one place to the other.

If arriving in the UK from abroad and you need to commute to your accommodation using a taxi, make sure you use either an official taxi or a trusted private hire app. Don't get into a car if you have any doubts about the driver.

#### Here are some useful links:

**Train** - [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

**London underground** - [www.tfl.gov.uk](http://www.tfl.gov.uk)

**Bus** - [www.nextbuses.mobi](http://www.nextbuses.mobi)

#### Private hire

**Uber**- [www.uber.com/gb/en](http://www.uber.com/gb/en)

**Bolt** - [bolt.eu/en-gb](http://bolt.eu/en-gb)

#### Emergency numbers and contacts

You will contact the Ambulance, Fire Department, and Police if you dial **999** in an emergency or **101** in a non-emergency situation.

#### Other important contact details

**British Transport Police:** [www.btp.police.uk](http://www.btp.police.uk)  
Text 61016 or email [61016@bt.police.uk](mailto:61016@bt.police.uk) if you feel unsafe or want to report a crime

**Citizens Advice Bureau (CAB):**  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**NHS Direct:** [www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111/](http://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111/)  
or **111** – for non-urgent medical help



#### Making healthy relationships

Making new friends and relationships is a big part of university life. At Unite Students, we aim to create an environment that makes this as easy as possible so you can be your authentic self.

It's easy to follow what your flatmates or people you meet on your course are doing. However, don't feel like you have to say yes to everything. If you don't feel comfortable, then say no.

You may also start exploring physical or romantic relationships. When you meet someone new, be open to discussing your boundaries with each other. It might seem uncomfortable at first, but you'll be able to be more open and trusting with each other once you're on the same page. And that makes for a much better relationship.

Sexual consent is vital. You give your consent when you give permission for something to happen. Sexual behaviour should not happen unless there is consent from both you and your partner. Similarly, if you've given consent previously, your partner shouldn't assume that you've consented to sexual activity at any time in the future.

We take any report of sexual assault, violence or harassment seriously. If you're a victim of sexual assault, it's important to know there is support and advice available confidentially. **Guidance is available from the NHS:** [www.nhs.uk/live-well/sexual-health/help-after-rape-and-sexual-assault](http://www.nhs.uk/live-well/sexual-health/help-after-rape-and-sexual-assault)

We are committed to creating a safe home for all students and bullying, harassment, assault and discrimination are never acceptable. Domestic violence, also called domestic abuse, can happen to anyone, regardless of gender or sexuality. It can include emotional, psychological, physical, financial and sexual abuse in relationships.

If you are concerned about being a victim of domestic violence or are concerned for another student or friend, report it to reception if someone is around or call our emergency call centre on 0300 303 1611. If you feel like you or someone else is in immediate danger, please find a safe space and call **999**. **Find out more on getting help:** [www.gov.uk/guidance/domestic-abuse-how-to-get-help](http://www.gov.uk/guidance/domestic-abuse-how-to-get-help)