



HALLS TO HOUSE



Swansea University
Prifysgol Abertawe

Bywyd Campws
Campus Life



Swansea
University
Prifysgol
Abertawe

Estates and Campus Services
Ystadau a Gwasanaethau Campws



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



SOUTH WALES
POLICE
HEDDLU
DE CYMRU



Cyngor **Abertawe**
Swansea Council

WELCOME TO YOUR NEW HOME!

Moving from halls to private accommodation is an exciting step—it's your chance to create a space of your own, live more independently, and explore a new side of student life! Whether you're moving in with friends or housemates you've just met, this transition is a big milestone that comes with new freedoms, responsibilities, and experiences.

But don't worry - you're not in this alone! This Halls to House booklet is designed to make your move as smooth and stress-free as possible. From setting up bills and managing waste to understanding tenant rights and keeping your home secure, we've covered everything you need to know.

Along the way, you'll find tips from other students, useful contacts, and practical advice to help you settle into your new home and become part of the local community.

So, please take a deep breath, get excited, and let's get started on making your new house a home!




Content:

-  Waste Management & Recycling
-  Noise Management
-  Antisocial Behaviour
-  Sustainable Transport in Swansea
-  Personal Safety & House Security
-  Reporting Issues to Swansea Council & Police
-  Tenant Rights & Responsibilities
-  Student Support & Wellbeing Services
-  Student Experiences: Advice from Past Tenants
-  Moving in Checklist




WASTE MANAGEMENT & RECYCLING

Recycling helps reduce landfill waste, lowers greenhouse gas emissions, and conserves resources. Swansea has some of the highest recycling rates in the world—let's keep it that way!




Waste Disposal Rules:

-  Most of the household waste you create can be recycled at the kerbside, including food waste, paper, cardboard, plastic bottles, tubs and trays, metal cans and tins, and glass bottles and jars (check the guide below for details).
-  Black Bags (Non-recyclable Waste) – Limited to 3 bags per property per fortnightly collection; exceeding this limit may result in fines.
-  Food Waste Bins – Use the green food caddy for all your food waste.

Collection & Avoiding Fines:

-  Check your collection day and week and put bags out after 7 pm evening before your collection day.
-  Incorrect waste won't be collected. If your bags are left behind, bring them inside to store or re-sort for the next collection.
-  Never leave waste out after collection day—uncollected bags may be removed by the council street cleansing team, and you could face a £100 fixed penalty.

Smart Waste Management Tips:

-  Keep separate bins indoors to make sorting easier.
-  Flatten cardboard and rinse containers before recycling.
-  If you're unsure where something goes, check the Swansea Council recycling guide.

Need More Recycling Bags?

 Pick them up for free from reception at Fulton House at Singleton Campus or at MyUniHub on the Bay Campus, or local shops.

Check the full list at [here](#).

What Goes Where?

| | | |
|--|---|--|
| Green Week |   <p>Paper & Cardboard together</p> | |
| | SEPARATE BAGS | |
| |   <p>Metal, Glass & Foil together</p> | |
| |   <p>Non-recyclable waste only</p> | |
| Pink Week |   <p>Plastic pots, tubs, trays & bottles</p> | |
| Every Week |   <p>Food Waste</p> | |
|  |  <p>Bulky Waste: take to recycling centre or book collection</p> | |



In Brynmill, Uplands, Mount Pleasant, and Sandfields the collection day is Wednesday. More information on the schedule is available on the [Swansea Council Website](#).

NOISE POLLUTION

Managing noise levels is crucial for maintaining a harmonious living environment and fostering positive relationships with your neighbors. Excessive noise can lead to complaints and potential legal consequences.

Tips to Prevent Noise Disturbances:



Music, TV & Gaming

Keep the volume at a reasonable level, especially late at night.

Use headphones if you're gaming or watching a film late at night.

Avoid putting speakers against shared walls—sound travels easily through thin walls.



Parties & Gatherings

Let your neighbours know in advance if you're having a get-together.

Keep music and voices down.

If you're hosting a party, take it inside by midnight to reduce disturbance outside.



Coming Home Late? Keep It Quiet!

Close doors gently—don't slam them.

Keep voices down when entering your house or walking through residential areas.

If you're getting out of a taxi, don't continue conversations on the doorstep—go inside quietly.



Appliances & Other Noise

Don't run the washing machine, tumble dryer, or vacuum late at night.

If you play an instrument, try to practice during daytime hours when it's less disruptive.



Pet Noise (If You Have One!)

If you have a pet, make sure they're not disturbing neighbours—dogs barking late at night is a common complaint.

By being mindful of your noise levels, you help create a more positive and respectful student community. If in doubt, just ask yourself:

Would I be okay with this level of noise if I had an early morning lecture?



If You Experience Noise Problems

- ✓ Talk to Your Neighbours First – They may not realize they're being disruptive. A polite conversation can often solve the issue.
- ✓ Keep a Record – If the noise continues, note the dates and times it happens.
- ✓ Report It to the Council – If the problem persists, contact Swansea Council's Noise Complaint Team for further action.

What Happens If You Make Too Much Noise?

- ✓ If your neighbours report excessive noise, the council can investigate and issue a Noise Abatement Notice.
- ✓ If you ignore the notice, you could face a fine and confiscation of noise-making equipment (speakers, gaming consoles, TVs).
- ✓ Repeated offences could result in legal action and a criminal record.

SAFER STUDENTS

Safer Students aims to provide crime prevention, safety and general advice for all university students across South Wales.

Safer Students is a collaborative project between South Wales Police and all south Wales universities (Cardiff University, Cardiff Metropolitan University, University of South Wales (Treforest & Atrium), Royal Welsh College of Music and Drama, Swansea University and University of Wales Trinity Saint David).

Student Liaison Officers:

Swansea University and University of Wales Trinity Saint David University Liaison Officers are:



PC Emma Warner-Brindley

📞 0779197037

✉️ emma.warner-brindley@south-wales.police.uk

📷 @EmmaUniCop

✉️ SNPTUniversityLiaisonTeam@south-wales.police.uk



PCSO Clive Dainton

📞 07805301691

✉️ clive.dainton@south-wales.police.uk

Dedicated Student Liaison Officers are on hand to help you settle into your new campus and also to provide you with the knowledge you need to keep yourself and your friends safe.

More advice on:



South Wales is one of the safest places to study in the UK, and we want to keep it that way. So you can stay safe, play safe and study safe by taking SWP's advice.

STAY SAFE

The Safer Students initiative is here to support you in staying safe, both on and off campus. South Wales Police works with Swansea University and UWTSU to provide practical advice and resources to keep you safe. Click [here](#) for more information.

Rhowch wybod amdano

Math o flacmel ar-lein gan ddefnyddio cynnwys preifat a rhywiol yw blacmel rhywiol, neu 'sextortion'

Peidiwch byth â thalu, codwch eich llais

Always report it

Sextortion is online blackmailing using private and sexual content

Never pay up, always speak out

YN EICH HELPU I GADW'N DDIOGEL HELPING TO KEEP YOU SAFE

HEDDLU DE CYMRU SOUTH WALES POLICE

Os nad ydych chi'n gwybod sut i helpu, cliciwch y botwm hwn

Sgwrs Fyw Ar-Lein

If it's not 999, report it online Live Chat Online

Byddwch yn effro i sbeicio

Os ydych chi'n credu eich bod wedi cael eich sbeicio, dylech gael gair cymorth ar unwaith

Byddwn yn gwrandao ac yn eich cymryd o ddifrif

Be spike aware

If you think you have been spiked, seek help straight away

We will listen and take you seriously

YN EICH HELPU I GADW'N DDIOGEL HELPING TO KEEP YOU SAFE

HEDDLU DE CYMRU SOUTH WALES POLICE

Os nad ydych chi'n gwybod sut i helpu, cliciwch y botwm hwn

Sgwrs Fyw Ar-Lein

If it's not 999, report it online Live Chat Online

Peidiwch â'i gwneud hi'n hawdd i ladron

Cadwch eich beic wedi'i storio o'r golwg a defnyddiwch glo D

Cofrestrwch eich beic ar www.bikeregister.com

Don't give thieves an easy ride

Always keep your bike stored out of sight and use a D lock

Register your bike at www.bikeregister.com

YN EICH HELPU I GADW'N DDIOGEL HELPING TO KEEP YOU SAFE

HEDDLU DE CYMRU SOUTH WALES POLICE

Os nad ydych chi'n gwybod sut i helpu, cliciwch y botwm hwn

Sgwrs Fyw Ar-Lein

If it's not 999, report it online Live Chat Online

Mynd allan heno?

Arhoswch gyda'ch ffrindiau a chynlluniwch eich taith adref

Going out tonight?

Stay with your friends and plan your journey home

YN EICH HELPU I GADW'N DDIOGEL HELPING TO KEEP YOU SAFE

HEDDLU DE CYMRU SOUTH WALES POLICE

Os nad ydych chi'n gwybod sut i helpu, cliciwch y botwm hwn

Sgwrs Fyw Ar-Lein

If it's not 999, report it online Live Chat Online

Clowch eich eiddo. Cuddiwch eich eiddo. Cadwch eich eiddo.

Mae tai myfyrwyr yn un o brif dargedau lladron

Lock it. Hide it. Keep it.

Student houses are prime targets for burglars

YN EICH HELPU I GADW'N DDIOGEL HELPING TO KEEP YOU SAFE

HEDDLU DE CYMRU SOUTH WALES POLICE

Os nad ydych chi'n gwybod sut i helpu, cliciwch y botwm hwn

Sgwrs Fyw Ar-Lein

If it's not 999, report it online Live Chat Online

Na yw na

Trais yw rhyw heb gydsyniad

Sicrhewch fod unrhyw un sy'n cymryd rhan yn gyfforddus bob amser

No means no

Sex without consent is rape

Always make sure anyone involved is comfortable

YN EICH HELPU I GADW'N DDIOGEL HELPING TO KEEP YOU SAFE

HEDDLU DE CYMRU SOUTH WALES POLICE

Os nad ydych chi'n gwybod sut i helpu, cliciwch y botwm hwn

Sgwrs Fyw Ar-Lein

If it's not 999, report it online Live Chat Online

Dywedwch na i gyffuriau

Os cynigir taliad neu roddion i chi ddsbarthu cyffuriau, dywedwch na bob amser

Say no to drugs

If you are offered drugs or payment/gifts to deliver them, always say no

YN EICH HELPU I GADW'N DDIOGEL HELPING TO KEEP YOU SAFE

HEDDLU DE CYMRU SOUTH WALES POLICE

Os nad ydych chi'n gwybod sut i helpu, cliciwch y botwm hwn

Sgwrs Fyw Ar-Lein

If it's not 999, report it online Live Chat Online

Mae'r hyn sy'n mynd ar-lein yn aros ar-lein

Meddyliwch cyn rhannu

What goes online, stays online

Think before you post

YN EICH HELPU I GADW'N DDIOGEL HELPING TO KEEP YOU SAFE

HEDDLU DE CYMRU SOUTH WALES POLICE

Os nad ydych chi'n gwybod sut i helpu, cliciwch y botwm hwn





Sgwrs Fyw Ar-Lein

If it's not 999, report it online Live Chat Online

ANTI-SOCIAL BEHAVIOUR

Antisocial behaviour (ASB) encompasses actions that cause harassment, alarm, or distress to others. As students, it's essential to be aware of how certain behaviours can impact the community and to strive for a positive coexistence with neighbours.

Examples of Antisocial Behaviour:

-  **Noise Disturbances:** Loud music, parties, or gatherings, especially during late hours, can disrupt neighbours' peace.
-  **Littering:** Improper disposal of waste, including leaving rubbish bags outside designated collection times, contributes to environmental degradation.
-  **Vandalism:** Graffiti or intentional damage to property affects community aesthetics and safety.
-  **Public Intoxication:** Behaving disruptively in public spaces due to excessive alcohol consumption can cause discomfort and fear among residents.

Preventative Measures:

- ✓ **Be Considerate:** Keep noise levels down, especially during nighttime, and inform neighbours if you plan to host gatherings.
- ✓ **Proper Waste Management:** Follow local guidelines for waste disposal and recycling to maintain cleanliness.
- ✓ **Respect Property:** Treat both personal and communal property with care to preserve the community's environment.
- ✓ **Responsible Drinking:** Consume alcohol responsibly and be mindful of your behaviour in public spaces.

Reporting Antisocial Behaviour:

Antisocial behaviour (ASB) can negatively impact both students and the wider community. It includes anything that causes harassment, alarm, or distress to others, such as excessive noise, vandalism, public intoxication, or aggressive behaviour. If you experience ASB, it's important to know how and where to report it.



In an Emergency (Immediate Danger): Call 999.



For Non-Emergencies: Call 101.

REPORT

Report Online: Use the police's official [reporting form](#).



Engaging in ASB can lead to interventions from local authorities, including warnings, fines, or more severe legal actions. For instance, persistent noise complaints can result in the confiscation of sound equipment and potential prosecution.

SAFETY

Living in Swansea is a fantastic experience, but it's essential to stay mindful of your personal safety and home security. Following these simple tips can help you stay safe and protect your belongings.

Personal Safety & House Security for Students



On the Street

- ✓ Plan Ahead. Know how you'll get home before heading out. Check bus/train times or arrange transport.
- ✓ Stick to Safe Areas. Walk on well-lit, busy streets and avoid shortcuts through alleys or isolated areas.
- ✓ Stay Alert. Avoid distractions like headphones or texting, which can reduce your awareness.
- ✓ Trust Your Instincts. If you feel uneasy, move toward a public area or group of people.
- ✓ Carry a Personal Alarm. It can help disorient a potential attacker and give you time to escape.



On Public Transport

- ✓ Wait in well-lit areas near other people.
- ✓ On buses, sit near the driver. On trains, avoid empty carriages.
- ✓ Have your ticket ready to avoid flashing your wallet or valuables.



Using Taxis & Ride-Sharing Services

- ✓ Always book licensed taxis or ride-sharing services.
- ✓ Confirm the driver's name, car make, and registration before getting in.
- ✓ Sit in the back and avoid giving out personal information.



On a Night Out

- ✓ Drink responsibly and know your limits
- ✓ Never leave your drink unattended or accept drinks from strangers.
- ✓ Stay with friends, and make sure someone you trust knows where you are
- ✓ If you need help, use Swansea's Help Point or the Student Safety Bus, which operates in the city centre on Wednesdays, Fridays, and Saturdays.

House Security Tips



Inside Your Home

- ✓ Always lock doors and windows, even if you're just stepping out briefly.
- ✓ Install motion-sensor lights and use timer switches to make it look like someone's home when you're away.
- ✓ Avoid leaving valuables visible through windows.



Answering the Door

- ✓ Use a door chain or spyhole to check who's knocking.
- ✓ Ask for identification if the person claims to be from a company or organization. Call to verify their identity using a number from an official website or bill, not the one on their ID.



If You Suspect an Intruder

- ✓ If you're home and hear someone, call the police—don't investigate.
- ✓ If you come home and suspect a break-in, don't enter. Call the police immediately.



When Going Away

- ✓ Lock all doors and windows and use a timer for lights or a radio.
- ✓ Avoid announcing travel plans on social media or leaving telltale signs like uncollected mail or packages.
- ✓ Ask a neighbour to keep an eye on your property.

Quick Tips to Protect Your Belongings

- ✓ Don't leave valuables like phones, laptops, or wallets unattended in public.
- ✓ Keep keys, wallets, and phones in separate pockets.
- ✓ Use a UV pen to mark valuables with your name and student ID number for easy identification.



By staying vigilant and following these tips, you can enjoy your time as a student in Swansea while staying safe and secure. Remember, safety is a shared responsibility—look out for yourself and others in your community!

REPORTING ISSUES TO THE POLICE AND SWANSEA COUNCIL

As a resident of Swansea, you have access to resources for reporting and resolving issues in your community. Whether it's a safety concern, noise complaint, or housing problem. This section will outline how to address them effectively.

When to Contact the Police:



Emergency Situations (Call 999):

- ✓ Immediate threats to personal safety
- ✓ Witnessing a crime in progress.
- ✓ Serious incidents like theft, assault, or vandalism.



Non-Emergency Issues (Call 101):

- ✓ Report suspected drug use or dealing in your neighborhood
- ✓ Share information about possible criminal activity in your area
- ✓ Report a stolen item, property damage, or a civil dispute



Online Reporting:

- ✓ Use the South Wales Police website to report non-urgent issues like antisocial behaviour, noise complaints, or lost property.

👉 [Report to South Wales Police](#)

When to Contact Swansea Council



Noise Complaints:

- ✓ Domestic noise - loud music, barking dogs, audible alarms.
- ✓ Commercial/ industrial noise - noise from commercial premises (e.g. shops, pubs); factories and industrial sites; construction and demolition noise; audible alarms.
- ✓ Vehicles - car alarms; and car stereos (when the vehicle is stationary).

👉 [Report Noise Pollution Problem Online](#)

☎ If you prefer to report the problem by telephone you can contact 01792 635600

✉ You can also email pollution@swansea.gov.uk



Reporting Waste & Recycling Issues:

If you encounter waste-related problems, Swansea Council provides several ways to report and resolve them:

✓ Requesting More Recycling Bags & Bins

- ◆ Use the re-order tag inside your bag roll and attach it on collection day.
- ◆ Pick up in person from a local stockist
- ◆ Request online.

✓ Reporting Missed Collections

- ◆ Ensure bags were out by 6:00 am, sorted correctly, and not overweight.
- ◆ Wait until after 1:00 pm on collection day before reporting.
- ◆ Report online.

✓ Reporting Fly-Tipping & Street Litter

- ◆ Provide the location, description, and any details (e.g., vehicle reg if applicable).
- ◆ Fly-tipping is illegal—report it immediately.
- ◆ Report online.

Tips for Effective Reporting

- ✓ **Be Specific:** Provide as many details as possible (e.g., time, location, description of the issue).
- ✓ **Stay Calm and Polite:** Clear communication helps resolve issues faster.
- ✓ **Follow Up:** Ask for a case number or reference to track your report.



By reporting issues promptly and appropriately, you contribute to a safer and more harmonious community. If in doubt, seek advice from your university's support services for further guidance.

SUSTAINABLE TRANSPORT

Swansea University is committed to sustainable and convenient ways to travel. Public transport, especially buses, plays a vital role in connecting campuses, student residences, and the city.

All About Buses: Your Key to Getting Around



The First Cymru Uni Bus Network is specifically designed to cater to Swansea students, covering all major student accommodation areas and running in both directions.



Daytime services:

● Service 89

🔗 Bay Campus → Swansea Bus Station via Student Roost, True Student Accommodation, Swansea Train Station, and Coppergate.

● Service 90

🔗 Bay Campus → Swansea Bus Station via Swansea Train Station, True Student Accommodation, and Student Roost.

● Service 91

🔗 Singleton Campus → Sketty & Uplands → Swansea City Centre (Kingsway) → Bay Campus.

● Service 92

🔗 Singleton Campus → Swansea Bus Station → Bay Campus.



Night-time Service:

● Service N92

🔗 Singleton Campus → Swansea Bus Station → Bay Campus.

Travel Smart: Payment & Discounts



Tap On, Tap Off Contactless Payments

Pay with a contactless card or device—just tap on when boarding and tap off when you get off.



Student Discounts on Travel

MyTravelPass – If you're 16-21, you can get up to 30% off bus fares. Apply [here](#).

First Cymru Student Tickets – Students can save on weekly, monthly, or term bus passes.

Swansea University Cycles – How It Works:



Cycling is a sustainable, affordable, and healthy way to travel around Swansea. If you don't have your own bike, you can rent one through the Swansea University Cycles scheme.

Docking Stations:

Bikes are available at multiple locations, including:

- ✓ Singleton Campus
- ✓ Bay Campus
- ✓ Fabian Way Park & Ride
- ✓ Knab Rock, Mumbles
- ✓ Bus Station
- ✓ Guildhall
- ✓ Oystermouth, Mumbles



Returning Your Bike:

- ✓ Always return your bike to an official docking station and follow the instructions.
- ✓ If you leave the bike outside a station, a service fee may apply.



How to Sign Up & Rent a Bike

- 1 Download the nextbike app (iOS/Android) and register.
- 2 Activate your account and complete your profile.
- 3 Enter your payment details (a £5 deposit is required, which will be credited to your account).
- 4 Verify your email (use your @swansea.ac.uk address for student membership discounts).
- 5 Unlock a bike via the app and start riding!



If you originally registered with a personal email, update it to @swansea.ac.uk in the nextbike app to access student rates.



Pricing & Student Discounts

- ✓ Just £10 per year for Swansea students for annual membership.
- ✓ The first 30 minutes of every ride is free.
- ✓ Every additional 20 minutes costs 50p.
- ✓ Free Dr Bike and Bike Register.

Useful links

- ➔ [First Cymru UniBus Page](#)
- ➔ [Travel User Group](#)
- ➔ [Swansea University Travel Pages](#)
- ➔ [Active Travel](#)



If you are interested in taking up cycling or would like to ask us a question about any of our events or activities, email: travel@swansea.ac.uk

TENANT RIGHTS & RESPONSIBILITIES

As a tenant, understanding your rights and responsibilities can help ensure a smooth and hassle-free renting experience. Here's what you need to know about your landlord's obligations and what's expected of you.

Your Landlord's Responsibilities



Occupancy Contract

- ✓ Your landlord must provide a written tenancy agreement (occupancy contract).



HMO Licence Check

- ✓ If you live in a shared house with three or more tenants, your property may need a House in Multiple Occupation (HMO) licence depending on area it is located in.
- ✓ Check the Swansea Council public register to ensure your property is properly licenced.
- 👉 Check here: [Swansea Council HMO Register](#).
- ✓ If the property doesn't have a licence, report it to hph@swansea.gov.uk.



Repairs & Maintenance

- ✓ Your landlord is responsible for fixing issues such as:
 - ◆ Faulty boilers, heating, or hot water problems.
 - ◆ Broken appliances that were included in the rental.
 - ◆ Structural damage, leaks, damp, and water penetration.
- ✓ Always report repairs in writing via WhatsApp, email, or letter.
- ✓ If the landlord doesn't respond, escalate the issue to hph@swansea.gov.uk.

What is Expected of You as a Tenant?

- ✓ Declaration of Understanding: Follow the terms of your tenancy agreement.
- ✓ Recycling & Waste: Dispose of rubbish correctly to avoid fines.
- ✓ Property Care & Fire Safety: Keep the property in good condition and follow fire precautions.
- ✓ Consideration for Neighbours: Keep noise levels reasonable and respect those around you.
- ✓ Damp & Mould Prevention: Ventilate your room properly and report any damp issues to your landlord.

3 Essential Don'ts for Tenants

✗ Don't Let Rubbish Accumulate

- ◆ Overflowing bins attract pests like rats and create health hazards.

✗ Don't Try to Fix Electrical Issues Yourself

- ◆ Faulty electrical wiring and broken fittings can be dangerous.
- ◆ Report them to your landlord instead of attempting DIY repairs.

✗ Don't Neglect Recycling

- ◆ Swansea has a strict waste management policy—use your free recycling bags to separate waste properly.

Fire Safety



Fire Precautions

- ✓ Fire doors must always be kept closed to prevent the spread of fire and smoke.
- ✓ Landlords should provide smoke alarms, heat detectors, and fire-fighting equipment in HMOs.
- ✓ Ensure clear evacuation routes at all times—don't block corridors or stairwells.



If there's a fire

- ✓ Evacuate immediately—don't stop to collect belongings.
- ✓ Call 999 and follow the fire safety procedures in your accommodation.



By understanding your rights and responsibilities, you can ensure a safe, clean, and positive renting experience. If you need support, contact: hph@swansea.gov.uk.

SUPPORT OPTIONS

University life can be exciting but also challenging at times. If you need support, there are free and confidential services available to help you.

Whether you need someone to talk to, advice on mental health, or guidance on staying safe, help is always at hand.

Support Available for Students



24/7 Online Support – Togetherall

- ✓ All students have access to Togetherall, a free, anonymous, and supportive online community.
- ✓ Chat with trained clinicians 24/7 and access self-help tools to manage stress, anxiety, and mental health.
- ✓ Log in with your university email address to get started.

Support at Swansea University



The Listening Service

- ✓ A confidential listening service for students & staff.
- ✓ Speak to someone without judgment—you don't need to be in crisis to reach out.



Wellbeing Team

- ✓ Provide mental health support, workshops, and guidance for students.
- ✓ Help is available for stress, anxiety, and personal difficulties.



Campus Security & SafeZone App

- ✓ Security officers are available 24/7 for your safety and wellbeing.
- ✓ In an emergency, call 01792 604 271 or use the SafeZone app to request help.

Support at UWTSD



Wellbeing Support

- ✓ If you're struggling, you can speak to a wellbeing specialist for practical help, advice, and mentoring.



Keeping Safe Guides

- ✓ Access guides on personal safety and mental wellbeing.
- ✓ Learn about staying safe in different situations, including nights out and online safety.

External Support Services

If you need additional support, you can reach out to:

- ☎ Papyrus – Suicide prevention for young people
- ☎ Mind – Mental health support
- ☎ C.A.L.M – Campaign Against Living Miserably
- ☎ Samaritans – 24/7 listening support

How to Access Support

- 📍 Swansea University – Scan the QR code for access to wellbeing services.



- 📍 UWTSD Students – Scan the QR code for support services available to you.



Community Team

The Community Team at Swansea University is here to support students from both Swansea University and UWTSD. We work to promote positive community relationships, help with housing issues, and provide guidance on safety and wellbeing.

You can contact us about anything—whether you're unsure if your issue is within our remit or need help figuring out where to go next. If we can't assist directly, we'll make sure you get the right signposting to relevant services.



community.campuslife@swansea.ac.uk



We're always happy to help—no question is too small!



Remember, you are not alone—there is always help available when you need it.

YOUR VOICE

Moving into private accommodation can be an exciting step, offering independence and the chance to live with friends or new housemates. However, it also comes with challenges, from housemate dynamics and shared responsibilities to understanding rental agreements and dealing with landlords. Here, Swansea students share their real experiences—offering advice, lessons learned, and things to watch out for to help you navigate private housing smoothly.

Renting



What Students Wish They Knew Before Renting

- 💡 "Check everything before signing the contract! I didn't notice damp in my room during the viewing, and it became a big issue in winter."
- 💡 "Ask about bills—our house had an electricity meter that ran out really fast, and we had to top up all the time."
- 💡 "Take photos of everything when you move in. Our landlord tried to charge us for damages that were already there!"
- 💡 "Talk to past tenants if you can. We found out too late that our landlord was bad at fixing things."



Dealing with Landlords & Letting Agents

- 👉 "Our landlord ignored our emails about a leaking boiler for weeks—eventually, we reported it to the council."
- 👍 "Our letting agency was really good at repairs, but only when we emailed instead of calling."
- 👉 "We had mice, and our landlord told us to buy traps instead of fixing the problem properly."
- 💡 Tip: Always report issues in writing (email or WhatsApp) and keep a record in case you need proof later.



Deposits & Hidden Costs

- ⚠️ "We had to fight to get our deposit back because they claimed we didn't clean enough, even though we had receipts from a cleaning service!"
- ⚠️ "Be careful of admin fees—some agencies charge extra just to renew your contract."
- 💡 Tip: Your deposit should be protected in a government-approved scheme. If your landlord refuses to return it unfairly, you can challenge it.

Gair
i Gall

- ✓ Check heating and insulation—some student houses are freezing in winter!
- ✓ Make sure smoke alarms and carbon monoxide detectors are working.
- ✓ Read the contract carefully—some landlords put unfair clauses in.

Living with Housemates



Setting House Rules Early

💡 "We didn't set any rules at the start, and by the second month, we had arguments over washing up and noise. Setting expectations early would have helped!"

💡 "Agree on cleaning and bin rotas from day one—otherwise, you might end up doing everything yourself."

Top Tips:

- ✓ Have a house meeting early to agree on cleaning, bills, and shared expenses.
- ✓ Respect personal space—knock before entering rooms and avoid taking housemates' food.
- ✓ Discuss guests and noise levels, especially on weeknights.



Sharing Responsibilities: Cleaning & Bills

⚠️ "One housemate never cleaned up after themselves, and it caused a lot of tension."

⚠️ "We had to chase people for bill payments every month—splitting bills equally from the start would have saved stress."

Top Tips:

- ✂️ Create a cleaning rota so everyone does their fair share.
- ✂️ Use a shared expense app (like Splitwise or Monzo) to track rent, bills, and shared costs.
- ✂️ Be clear about household supplies—decide who buys things like toilet paper and cleaning products.



Dealing with Housemate Disputes

💬 "We had a housemate who would take hours in the bathroom every morning - it really messed up our schedules!"

💬 "Someone kept leaving passive-aggressive notes instead of just talking to us - it made things worse!"

How to Handle Issues:

- 👋 Communicate directly and early—don't wait until things get frustrating.
- 🔊 If there's tension, have a house discussion instead of complaining to others behind their back.
- ✍️ If necessary, agree on rules in writing so there's no confusion later.



Being a Good Housemate

👥 "The best housemates I lived with were the ones who communicated openly, cleaned up after themselves, and respected each other's space."

- ✓ Be mindful of noise levels, especially late at night.
- ✓ Pay your share of bills on time to avoid stress for others.
- ✓ If there's an issue, talk it through calmly instead of letting it build up.

MOVING IN CHECKLIST



Before you move in:

- Check rubbish collection days
- Check whether you need insurance for your belongings
- Familiarize yourself with the recycling guide
- Consider who needs to know your updated address (bank etc)
- Read through your tenancy agreement
- Get a TV License
- Register your term address at MyUniHub
- Create a budget for monthly expenses e.g. bills, rent, shopping
- Compile a list of emergency contacts including your landlord



Get to know your local area:

- Find a local charity shop - donate unwanted items or find a bargain
- Find out where your nearest shop is for grocery shopping
- Find out about local initiatives and community groups



When you move in:

- Introduce yourself to your new neighbours
- Apply for council tax exemption (if needed)
- Ensure you are aware of where your deposit is kept
- If paying a summer retainer, see if you are allowed to stay in the property
- Make sure all of the above is secured in writing!
- Make sure you are aware who is paying bills
- Check your accommodation and report any discrepancies. Take pictures!
- Organise Wi-Fi for the house, this is not always included as standard!
- Submit and take note of your meter readings
- Check the UniBws Network to plan travel to/from campus
- Register to vote and ensure you have a valid form of ID



Print this page or save it as a screenshot on your phone for quick access - in this way, you can always have to hand to check what else you need to do!

FINAL THOUGHTS – SETTLING INTO YOUR NEW HOME

Moving into private accommodation is a big step, but with the right preparation and support, it can be an amazing experience. Be a good housemate, respect your neighbors, stay safe, and make the most of student life in Swansea!

If you ever need advice or assistance—whether it's about housing, community issues, or just adjusting to life off-campus—help is always available.

 Need support?

Contact:

 community.campuslife@swansea.ac.uk

We're here to help—so don't hesitate to reach out!