

YOUR DMU GOOD NEIGHBOUR GUIDE

We want to wish you a very warm welcome to De Montfort University Leicester (DMU).

Moving to university is a big step and we're here to support you every step of the way.

Your DMU Good Neighbour Guide is designed to help you settle into your student home - whether it's DMU-owned student halls or private accommodation - stay safe and have the best possible student experience.

COVID-19 SAFETY IN YOUR HOUSEHOLD

There are some simple steps you can take to keep your new home and housemates as safe as possible:

- Clean your home regularly with anti-bacterial cleaning products to minimise the risk of infection
- Wash your hands regularly for 20 seconds using soap and water
- Use hand sanitiser regularly
- Cover your coughs and sneezes
- If you have symptoms, stay as far away from other members of your household as you can
- Discuss house rules early on – things are likely to run more smoothly if you have a shared agreement to COVID safety and are comfortable with each other's behaviour
- Communicate with each other on what works best to keep your household safe
- Wear face coverings when needed - think of your housemates when out and about, they are now your household
- Familiarise yourself with the current [UK Government restrictions for Leicester](#).
- For all on-campus health and safety guidelines please regularly check and follow the [Your DMU Safety](#) site.

SECURITY AND SAFETY

Our on-campus security team are on site 24 hours a day so you can relax knowing that help is always available. Students can ring security day or night by calling **0116 2577642** or emailing security@dmu.ac.uk

Use our well-lit streets map on the DMU website to plan your route home and stay safe when walking through Leicester at night.

Lock your doors and windows and double check them every time you leave your accommodation and before you go to sleep at night.

ADVICE

If you need any advice about housing, finance, wellbeing or faith, the DSU Advice team are happy to help. You can contact them via dsuadvice@dmu.ac.uk

BE NEIGHBOURLY

Introduce yourself from a safe social distance when you move in; being kind and considerate to your neighbours can pay off – you never know when you might need their help.

SOCIALISING SAFELY AND RESPONSIBLY

When you're socialising with your household, be mindful of others in the local community. Loud noise can disturb your neighbours and lead to complaints.

Don't forget the people who live near you may be elderly, have children, or even health problems. They may even be students themselves with important deadlines to meet. When playing music, keep the volume to a low level and position speakers away from adjoining walls.

House parties or rowdy behaviour can be extremely disruptive and damaging to the community and are currently subject to local and national restrictions. Failure to follow these rules could lead to Police and/or university disciplinary action being taken.

If you or your housemates are being affected by noise don't be afraid to report the issue.

RECYCLING AND REFUSE

Familiarise yourself with recycling and refuse dates for your area on the [Leicester City Council website](#), bins are usually collected once a week. Remember to put your bin out on the correct date and bring it in when it has been collected.

Recycling in Leicester City Council's area requires orange bags. Check which items you can recycle as they may be different to the materials you can recycle at home, and [request more orange bags](#) when you run out.