

# what does advice(su) do?

**We offer free, independent and confidential advice to all UEA students**

## advice & information

This is the heart of our service and is based on our wealth of knowledge and expertise on issues faced by students.

Visitors to advice(su) can:

- ask a quick question at the desk
- pick up a leaflet
- visit one of our drop-in advice sessions for a quick chat with an advice volunteer or advice worker; or
- make an appointment to see an Advice Worker.

Appointments are normally between 10am and 4pm, but can be made outside these hours if needed. For drop in session times/places, see

[www.uea.su/advice-housing/advice/](http://www.uea.su/advice-housing/advice/).

We offer advice in person, over the phone, via email or Skype to suit students' needs and preferences.

We have local links with other advice services including solicitors, and national links with large organisations such as Advice UK. We have access to the Citizen's Advice Bureau information system and our Advice Workers are fully trained.

You can also make an appointment or drop in to see one of your elected sabbatical officers. The academic officers (undergraduate and postgraduate) welfare and international officers can offer help and advice on many university-related issues that affect students. If you think the Union should be campaigning about any issue or that a University policy needs to be changed, seeing a sabbatical officer is a good first step.

## housing

We offer housing-related services such as:

- tenancy agreement checks
- advice on protecting tenancy deposits
- advice on getting repairs done
- information leaflets.

Home Run Lettings, the Union housing bureau, advertises off-campus accommodation, is recommended by UEA and is free to UEA students. From single rooms in owners' own homes to 11- bedroomed self-contained properties, they advertise many properties in the local area.

To find out more, see

[www.uea.su/advice-housing/housing/](http://www.uea.su/advice-housing/housing/).

To register with Home Run Lettings and access this service, email Home Run Lettings at [homerun@uea.ac.uk](mailto:homerun@uea.ac.uk), or phone 01603 592505.

## why use our service?

We are:

- experienced and professional advisers
- the only source of advice on campus which is completely independent from UEA
- friendly, non-judgemental and student-focused.

## our approach

We:

- explain our clients' options to them
- provide the information they need to make decisions
- seek to empower them to resolve their problems themselves
- support them in pursuing the option they prefer

We provide a confidential service and do not pass on information without students' permission. We will always support clients in their choices (as long as they are not against the law). For more information on our Data Protection and confidentiality policies, see [www.uea.su/advice-housing/advice/ourservicestandards/](http://www.uea.su/advice-housing/advice/ourservicestandards/).

We are based in Union House. Our office is relaxed and informal. We have lots of leaflets and resources and we are always happy for people to come and use our space and facilities.

## advice(su) at a glance

Monday- Friday 10am - 4pm  
Open all year round

Drop in:

- for information, leaflets, free contraception
- to check housing on our computers
- to call student finance
- to make an appointment to see an advice worker
- to chat to an advice volunteer

Call or email for advice/information.

## advice areas

- academic appeals, extenuating circumstances, intercalation (taking time out) academic complaints, academic misconduct, course transfers
- student finance
- housing issues such as disrepair, deposit disputes and tenancy agreements advice
- employment advice
- help with postgraduate issues
- representation in university disciplinary matters
- benefit eligibility
- referrals to solicitors or other agencies as needed.

# we're here



# for you

*With*

## free, confidential, impartial advice

mon - fri 10.00 - 16.00, 01603 593463

[advicecentre@uea.ac.uk](mailto:advicecentre@uea.ac.uk)

[uea.su/advice](http://uea.su/advice)

we've got your back