

Living in the Community

INFORMATION FOR RESIDENTS

WE'RE HERE TO HELP!

Most residents enjoy good relationships with their student neighbours. However, we recognise that tensions can arise when those with different lifestyles live alongside each other.

We work closely together: Universities, Students' Unions, Resident Groups, Northumbria Police, Newcastle City Council and local Councillors – and we welcome suggestions on things which may help.

We advise students of their responsibilities when living in the community, including making house visits, setting expectations during induction sessions and in our Student Charters, and promoting Government guidance and legislation on Covid restrictions.

Both Universities have dedicated teams to develop positive community relationships and to offer a first point of contact for anyone with concerns about student behaviour.

BEST NEIGHBOUR ON CAMPUS

Most students are good neighbours. If you know a student household that has made a positive difference to you or your community we would love to hear from you. The judging panel includes local residents and the winning household will receive up to £1,000 to help with living costs. For more information visit www.ncl.ac.uk/best-neighbour
This competition is for students of either University.

HOW WE RESPOND TO CONCERNS

The Universities, Police and City Council investigate every complaint raised via the correct channels.

If the complaint is about a student household, the students will be contacted by their respective University to investigate in accordance with their protocol on Anti-Social Behaviour and Noise Nuisance. The City Council will also investigate if made aware of the issues raised. Please refer to the contact details in this leaflet.

If it appears there are no students living at a reported property, residents will be advised that they may wish to contact the other University or external services. Both Universities are happy to pass complaints to the other institution with the consent of residents.

Students at the relevant property are sent details of the complaint by email. Students are always given a clear reminder of their responsibilities.

Most issues are resolved at an early stage and few households are the subject of repeated complaints during the academic year.

A formal investigation will be initiated if appropriate and students may be issued with sanctions including warnings and fines.

Cases involving repeated or aggravated disturbances are likely to be escalated and the full range of disciplinary sanctions considered.

PLEASE NOTE: Due to Data Protection Regulations, we cannot inform residents of the exact outcome of any investigation. We also cannot impose sanctions where disturbances are caused by the structure of a property or the behaviour is not unreasonable e.g. entering or moving around a property late at night. Residents are advised to contact external services where there are repeated but unwitnessed instances of anti-social behaviour.

OPERATION OAK

Operation Oak is a partnership between Northumbria Police and Newcastle's two universities, with the universities funding additional police patrols in residential areas which have high numbers of students, such as Jesmond, Sandyford, Heaton and Ouseburn. On call from 10pm to 4.00am, Operation Oak supports students and permanent residents on matters such as safety, noise complaints and tackling crime.

During the Covid19 pandemic, Operation Oak will operate every evening from 18 September to 19 December 2020, and will then be reviewed for 2021. Usually it operates on Wednesday, Friday and Saturday evenings in term time, and for major events. When Oak is not running, please call 101.

USEFUL CONTACTS

For complaints about student behaviour

- Newcastle City Council, Public Safety and Regulations Team – psr@newcastle.gov.uk
- Newcastle University – casework@ncl.ac.uk
- Northumbria University – www.northumbria.ac.uk/about-us/facilities-services/safety-on-campus/crime-prevention-team-contact-form
- Operation Oak – Please text 07504 898148

For students seeking advice

- Newcastle University Student Union – www.nusu.co.uk
- Northumbria University Student Union – www.mynsu.co.uk/advice

INFORMATION FOR STUDENTS

Even in our 'new normal,' Newcastle is an amazing place to live and study, but living out of halls comes with extra responsibilities.

- Swap numbers with your neighbours when you move in.
- Make sure you familiarise yourself with national and local lockdown laws and guidance.
- If you do receive a complaint from your neighbour, try to resolve it.
- Remember your neighbours may be shielding, working from home or have small children and so please be considerate of them.

GETTING TOGETHER WITH FRIENDS AND FAMILY

In the current climate, this needs more thought than usual. Follow guidelines and legislation to keep you and others safe, and to minimise the spread of the virus. There may be consequences if you don't follow the rules.

HELPING OUT OTHERS

You may be able to help others who are shielding or are worried about being out and about. Keep an eye on social media groups for your area and check with neighbours whether you can help.

CONNECTING WITH YOUR NEW NEIGHBOURHOOD

Volunteering is a two way street that can benefit you as much as the local community. Contact your Students' Union for opportunities on ways to give back to the area you now call home.

LOCAL TRAVEL

For up to date information on local travel, visit www.nexus.org.uk and remember any new guidance e.g. on face coverings.

BINS, RUBBISH AND RECYCLING

All residents are responsible for keeping your local community looking at its best, so remember to put out your bins on the correct day. Collections vary depending on where you live. Some areas have black communal bins, others have green bins for general waste and blue bins for recycling.

Familiarise yourself with collection dates for your street by downloading your bin calendar at www.newcastle.gov.uk/bins

If you are missing a bin, report this to envirocall.newcastle.gov.uk in order to receive a replacement.

REGISTER TO VOTE

Being on the electoral roll means you can vote and have a voice in how your local community runs. You can register at both your home and term-time addresses. Go to www.gov.uk/register-to-vote

REGISTER WITH A GP

If you spend most of the year at your student address, register with a local surgery. Most students choose the surgery closest to them but you can register with any local GP. Look out for information at the start of term or go to www.nhs.uk

COVID-19

We all need to do our bit to limit the spread of the virus, and so it is important to stay up to date with latest guidance. By following the rules we likely to get back to a normal University experience sooner.

Go to www.gov.uk/coronavirus for up to date information.