

# Living in the Community

# INFORMATION FOR PERMANENT RESIDENTS

## LET'S WORK TOGETHER

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 student residents 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 student residents 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 [ncl.ac.uk/best-neighbour](https://ncl.ac.uk/best-neighbour)

This competition is for student residents 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 student residents 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 student residents 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.

Student residents 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 student residents 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.

## OPERATION OAK

Operation Oak supports **students** and **permanent residents** on matters such as safety, noise complaints and tackling crime.

It 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, Wednesday, Friday and Saturday and for any major student events. Any changes to dates will be communicated with Ward Councillors to be shared.

## CONTACT OPERATION OAK

Please ring **101** or use the online reporting form <https://beta.northumbria.police.uk/our-services/report-it/report-an-incident>

## USEFUL CONTACTS

### For concerns about student resident behaviour

- Newcastle City Council, Public Safety and Regulations Team – [psr@newcastle.gov.uk](mailto:psr@newcastle.gov.uk)
- Newcastle University – [casework@ncl.ac.uk](mailto:casework@ncl.ac.uk)
- Northumbria University – [northumbria.ac.uk/studentsincommunity](https://northumbria.ac.uk/studentsincommunity)

### For students seeking advice

- Newcastle University Student Union – [nusu.co.uk](https://nusu.co.uk)
- Northumbria University Student Union – [mysnu.co.uk/advice](https://mysnu.co.uk/advice)

**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.

## 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 [newcastle.gov.uk/bins](https://www.newcastle.gov.uk/bins)

It is the landlord's responsibility to provide you with the bins at the start of the tenancy. If they are not in place, contact your landlord. If a bin goes missing during your tenancy contact [envirocall.newcastle.gov.uk](https://www.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 [gov.uk/register-to-vote](https://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 [nhs.uk](https://www.nhs.uk)

## STUDENT WELLBEING

Keeping well is more important than ever. If you are worried about the safety of yourself or another student. Newcastle University: please email [wellbeingconsultancy@ncl.ac.uk](mailto:wellbeingconsultancy@ncl.ac.uk) or phone **0191 208 3333**

Northumbria students should raise a query via their Student Portal, visit **Ask4Help** at any Student Central location, or phone **Ask4Help** on **0191 227 4646**. Ask4Help are available 24/7 during term time.

## COVID-19

We are encouraging all students to get vaccinated, please check for updates at [nusu.co.uk/covid19](https://www.nusu.co.uk/covid19) or [northumbria.ac.uk/covid19](https://www.northumbria.ac.uk/covid19)

To stay up to date with the latest government guidance please go to [gov.uk/coronavirus](https://www.gov.uk/coronavirus)