NOISE

Jesmond is a residential area and it is important that you develop and maintain a positive and respectful relationship with your neighbours. Please be mindful of the impact of your behaviour:

- Keep music/noise to a reasonable level, remember: you are responsible for your own guests!
- Wait for your taxi indoors and say your goodbyes in the house, not in the street or on the front doorstep.
- Out of courtesy, offer a contact number to your neighbours for them to call/text if any issues occur.

Rubbish and recycling

We recognise that refuse is a big issue in the local community. To find out when your refuse and recycling collection days are please visit: newcastle.gov.uk/environment-and-waste/rubbish-waste-and-recycling

- If you leave your rubbish / recycling out too early you can be fined
- Leaving rubbish bags on the street or in the garden attracts vermin, looks unsightly and smells.

INFORMATION AND ADVICE FOR STUDENTS

About Newcastle University Students' Union

Newcastle University Students' Union (NUSU) is a membership organisation for students of Newcastle University. NUSU is dedicated to providing the best student experience possible through representation and academic support, provision of social and sporting opportunities and graduate skills development. NUSU is a registered charity.

Clubs and Societies

We support students to pursue their hobbies and interests, whilst making friends and developing new skills. Clubs and Societies range from Musical Theatre and Architecture to Football and Rowing.

Student Reps

We have over 1000 students who represent the views and interest of their fellow students according to their academic courses and schools, as well as local Community Reps who represent the student voice in their local area and Hall Reps who represent students in University managed Halls of Residence.

NUSU Student Advice Centre (SAC)

The SAC is run by professional advisors who can offer a sympathetic listening ear, information, advice, assistance and representation on a wide range of issues, including academic, disciplinary, finance, accommodation, legal information, personal/family, consumer and employment.

For further information please visit nusu.co.uk/support/sac/ or telephone: 0191 239 3979, email: student-advice-centre@ncl.ac.uk. Please note when booking an appointment you must advise us whether you have been to seek advice from another advice agency.
**INFORMATION FOR RESIDENTS**

**WE'RE HERE TO HELP!**

Most of our students who live in residential areas in the local community have good relationships with their neighbours. We do acknowledge that, at times, difficulties may arise which cause tension between our students and permanent residents. This is why we encourage everyone to get to know their neighbours and to find out how their lifestyles differ.

Students moving out of Halls and into the community attend inductions to explain the standards they are expected to adhere to. The University also works closely with the Students’ Union in relation to campaigns such as ‘Respect your Neighbourhood’ and ‘Leave Newcastle Happy’, and helps with organising voluntary initiatives in the local area.

The University has a full-time team of professional support staff helping to develop positive relationships between our students and the local community. This is the first point of contact for anyone wishing to register a concern about the impact of our students on local residents.

We take all concerns of our neighbours very seriously. Every issue raised is investigated and responded to. We work closely with other public bodies in the area (and with specific initiatives, such as ‘Operation Oak’ as overseen by Northumbria Police) where necessary to establish a positive resolution. However, our students are adults, and so the University does not and cannot act in loco parentis. Even so, Newcastle University wants to encourage, and acknowledges the need for, a close relationship between its students and local residents.

We would like to help and welcome your advice and suggestions. Please contact: casework@ncl.ac.uk or 0191 208 5293.

**HOW WE RESPOND TO CONCERNS**

The following is the process for responding to complaints raised by local residents about concerns they have with students studying at Newcastle University. All complaints are logged by our professional support staff and this data informs our strategy on dealing with community issues.

Firstly, we check our student database to confirm that the relevant property is currently rented by Newcastle University students.

- **If the property is registered as being rented by current Newcastle University students** we contact those at the address and investigate the issue with them. We expect a written response within 7 days.

- **If the property is not registered as being rented by current Newcastle University students** we inform the complainant and offer advice re: external services. Depending on the nature of the situation, advice is given and there are possibilities of disciplinary sanctions being applied, including disciplinary fines.

If the matter persists or further complaints are received, the matter can be referred to the Head of Student Progress Service for further investigation, including the possibility of a fine or more serious disciplinary sanctions.

**RESIDENTS’ COMPLAINT PROCESS**

Contact the ‘Casework Team’ on: casework@ncl.ac.uk or 0191 208 5293. For further information see: ncl.ac.uk/about/contact/residents/

TO NOTE: Due to the ‘Data Protection Act’, we cannot inform residents of the exact outcome of an investigation.

**STUDENTS IN THE COMMUNITY**

“The support and the commitment of our volunteers from the University, has been instrumental in developing S4A from one learning hub to the seven it is today, positively impacting the education of hundreds of young people.”

**Emily Wastell**  
Volunteer and Communications Coordinator, **Success4All**

“Nunsmoor Centre Trust has been working with students from Go Volunteer for the past three and a half years. This has been a very positive experience for the Trust and, more importantly, has been extremely beneficial for the community we serve.”

**Alyson E. Hampshire**,  
Nunsmoor Centre Trust

“This is a great open platform where student volunteers can exchange info with the mentees. It’s totally awesome.”

**Dilibe**, volunteer, **IT on the Move**

“I have definitely developed my employability skills, interpersonal ones especially. You meet and talk with so many people it is hard not to get better at talking and cooperating with others.”

**Amy**, student volunteer and founder of ‘**A Second Life.**’