Living in the Community
INFORMATION FOR PERMANENT RESIDENTS

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.

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, you 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

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
Within these working hours please text 07504 898148
Outside these working hours 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
• Newcastle University – casework@ncl.ac.uk
• Northumbria University – northumbria.ac.uk/studentsincommunity

For students seeking advice

• Newcastle University Student Union – nusu.co.uk
• Northumbria University Student Union – mynsu.co.uk/advice
STUDENT RESIDENTS

Newcastle is an amazing place to live and study, but living out of halls comes with extra responsibilities.

• A simple "hello" can make a world of difference! Swap numbers with your neighbours when you move in.
• If you do receive a complaint from your neighbour, try to resolve it.
• Please remain considerate of your permanent and student neighbours who may be working from home or caring for small children.

KEEPING EVERYONE SAFE

Although many restrictions have now been lifted, please remain mindful that many student and permanent residents remain seriously vulnerable and may be anxious. Please continue to take steps to protect yourself and others.

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.

HOUSING SUPPORT AND ADVICE

When moving into your new home, make sure to take photos or videos to use when reclaiming your deposit. Visit your Student Union or SU website for further free advice and guidance on safeguarding your rights.

Visit nusu.co.uk/support/sac/housing or mynsu.co.uk/getsupport/yourhousing

COMMUNITY SUPPORT

We hope you'll be happy in your new home, but if something isn't right, your Sabbatical Officers can raise community issues with the Local Authority, Police and University on your behalf. You can also contact your local Ward Councillors at any time about local issues and queries or concerns about Council Services. Find out which Ward you’re in and who your local Councillors are at newcastle.gov.uk/local-government/your-elected-representatives/local-councillors

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

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 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

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

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 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 or northumbria.ac.uk/covid19

To stay up to date with the latest government guidance please go to gov.uk/coronavirus