INFORMATION FOR STUDENTS

When moving to a residential area, it is important to recognise that you will have increased responsibilities and will want to be good neighbours. Failure to recognise these responsibilities may lead to disciplinary action.

Noise
One of the ways to help develop and maintain a positive relationship with your neighbour is to be aware of noise you may create. Here are a few examples of positive steps you can take:

- Keep music/noise to a reasonable level. Noise complaints can be made at anytime and not just after 11pm.
- 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.
- You are responsible for your guests when they are in your property so encourage their support in developing positive relationships.

Rubbish and recycling
All residents are responsible for keeping your local community looking its best and without everyone doing their fair share, areas can quickly become untidy. To help you with your efforts, here is some handy information about refuse collection:

- Find out when your refuse and recycling collection days are: newcastle.gov.uk/environment-and-waste/rubbish/waste-and-recycling. Then put your bins out as near to the day of collection as possible and then bring them back once they have been emptied.
- Don’t leave rubbish bags in your garden or back yard as these will attract vermin and look unsightly. You can also be fined for fly tipping if you leave bags in the back lane or street.
- Contact your landlord if there are no communal bins in the back lane and no individual recycling and waste bins for your household.

SUPPORTING YOUR LOCAL COMMUNITY

One of the best ways to contribute to your local community is to take advantage of one of the many volunteering opportunities. Newcastle University Students’ Union (NUSU) provides and signposts to a wide range of volunteering opportunities in the local community:

Go Volunteer
NUSU’s Go Volunteer programme promotes a wide range of volunteering opportunities both with our own student-led projects and over 150 external voluntary organisations. They also promote one-off volunteering opportunities and offer grants and support to start up your own project.
nusu.co.uk/govolunteer

Community Reps
Each year we look for a number of students from key student areas across Newcastle to volunteer as a Community Rep. From representing students in your local area to supporting community projects, this is a brilliant way to have a positive impact.
nusu.co.uk/communityrep

Campaigns
At the beginning and towards the end of each academic year, NUSU organises campaigns designed to improve community relations. Focussing on Heaton, Jesmond and Sandyford, NUSU’s Love Living In campaign helps you to recognise the amazing community that you have just moved into. While Leave Newcastle Happy will support you moving out of your local area at the end of the year.

Throughout the year, NUSU will also host and support a number of litter picks and community events, and encourage you to get involved in these.

HOUSING INFORMATION

NUSU’s Student Advice Centre provides information, advice, assistance and representation on a wide range of issues including housing.
nusu.co.uk/sac

The University’s Private Sector Team provide information on all aspects of private rented accommodation during your time at University.
ncl.ac.uk/accommodation/private
INFORMATION FOR RESIDENTS

WE’RE HERE TO HELP!
Most of our students who live in residential areas 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 to which they are expected to adhere. The University also works closely with the Students’ Union in relation to campaigns such as ‘Love Living In’ and ‘Leave Newcastle Happy’, and helps with organising voluntary initiatives in the local area.

The University has a full-time team of professional 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 3176.

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 casework team 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.

Students are normally requested to attend a meeting with the ‘Casework Team’ to investigate further and discuss the relevant issues. We aim to resolve the issue ASAP following this.

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.

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 3176. 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
Students often play a vital role in supporting community initiatives. From supporting litter picks to volunteering with local organisations, students in the community have a positive impact locally and beyond.

Here are just a few quotes from a few of the local organisations where students have volunteered.

“The support and the commitment of our volunteers from the University has been instrumental in developing Success4All from one learning hub to seven, positively impacting the education of hundreds of young people.”

Emily Wastell, Volunteer and Communications Coordinator, Success4All

“I have joined two community groups through Go Volunteer. I am amazed what is accomplished when people work together. It is wonderful.”

Suzanne Foster, President of BeeSoc

“For the last two years I have been project leader for North East Solidarity and Teaching (N.E.S.T). It is a community of over 300 Newcastle University students, refugees and asylum seekers who work together to education, empower and support one another.”

Bridget Stratford, one of the project leaders for N.E.S.T

“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.

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