



**Northumbria
University**
NEWCASTLE



northumbria
students' union



**Newcastle
University**



**Newcastle
University
Students'
Union**

Newcastle
City Council 



**NORTHUMBRIA
POLICE**

LIVING IN THE COMMUNITY

INFORMATION FOR RESIDENTS



LET'S WORK TOGETHER

Like many cities in the UK, Newcastle has a large University population and residential areas can see an influx of new residents move into the community each year.

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

The City's Universities and Students' Unions, Resident Groups, Northumbria Police, Newcastle City Council and local Councillors all work closely together to maintain harmony and we welcome suggestions on things which may help.

Both Universities advise student residents of their responsibilities when living in the community, including making house visits to provide advice and guidance, setting expectations during Induction and in our Student Charters, and advice on waste disposal at the end of a tenancy through our Leave Newcastle Happy campaign.

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.

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 respectful and considerate of your neighbours who may have different circumstances to you e.g. working from home, working early or late shifts or caring for small children.

Newcastle City Council has a lot of really useful information on the services they

provide and how you can play a positive part in our communities:

newcastle.gov.uk/services/communities-and-neighbourhoods/students

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 your 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.

- Newcastle University:
nusu.co.uk/support/advice-centre/housing
- Northumbria University:
mysnu.co.uk/advice-centre/your-housing

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](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 and you require a replacement please contact:

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

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. Get in contact 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 University students should raise a query via **Ask4Help Online** in their Student Portal, by visiting Ask4Help at any Student Central location, or by calling Ask4Help on **0191 227 4646**.

STAYING SAFE

You should always call **999** when it is an emergency, such as when a crime is in progress, someone suspected of a crime is nearby, when there is a danger to life or when violence is being used or threatened.

'SafeZone' is a free app that is used by both Universities in the City and connects you directly to your University Security Team if you need help on campus, and offers to connect you directly to the Police if you're off campus. You can download the app at: [safezoneapp.com](https://www.safezoneapp.com)

Sometimes, staying safe can be about getting back to your area of residence. These services can support you getting home and staying safe on a night out.

- Street Pastors: newcastle@streetpastors.org.uk, **0191 2357559** or **07840 827614**
- Womens Street Watch: **07570 503485**
- St Johns Ambulance Safe Haven Van: **Located opposite Tup Tup Friday and Saturday 11pm till late.**

OPERATION OAK

Operation Oak is a partnership between Northumbria Police, Northumbria University and Newcastle University that supports all residents on matters such as safety, noise complaints and tackling crime.

To support both students and residents, both Universities fund additional police patrols in popular student areas such as Jesmond, Sandyford, Shieldfield, Heaton and Ouseburn.

Operation Oak operates between 10.00pm to 4.00am, Wednesday, Friday and Saturday nights as well as any major local or significant calendar events. Any changes to dates will be communicated with Ward Councillors to be shared.

CONTACT OPERATION OAK

Any resident can ring 101 when the incident is happening or use the online reporting form:

services.northumbria.police.uk/online-services-start/report-an-incident

In the case of an emergency, you should always call **999**.

HOW WE RESPOND TO CONCERNS

Both Universities, the Police and City Council investigate every complaint reported to them via the correct channels.

If the complaint is about a household with students, the student residents will be contacted by their respective University in accordance with their protocol on Anti-Social Behaviour and Noise Nuisance.

In most cases, this will be in the form of some advice and guidance or an informal warning, however more serious cases could lead to disciplinary action.

Student residents at the relevant property are contacted to inform them there has been a report of ASB, and are given a clear reminder of their responsibilities when living in the community.

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

Cases that are more serious and independently witnessed (e.g. by the Police) or where there are repeated complaints are likely to be escalated and student residents may be subject to a formal disciplinary investigation where the full range of sanctions, including warnings and fines, could be considered.

If you experience a hate crime, discrimination or violence of any kind, you can receive support from both Universities, and the police. Both Universities have platforms to report incidents, and dedicated teams will listen, believe you and walk you through any next steps.

Newcastle City Council can take action against all residences (student and non-student residences) and will investigate cases reported to them where appropriate.

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.

USEFUL CONTACTS

For concerns about any anti-social, inappropriate or threatening behaviour:

- Report to **Northumbria Police 101** when the incident is happening
- Newcastle City Council, Public Safety and Regulations Team:
psr@newcastle.gov.uk

If you believe the behaviour is being caused by student residents:

- Newcastle University:
casework@ncl.ac.uk
- Northumbria University:
student.conduct@northumbria.ac.uk

For students seeking advice:

- Newcastle University Student Union:
nusu.co.uk/support/advice-centre
- Northumbria University Student Union:
mysu.co.uk/advice-centre