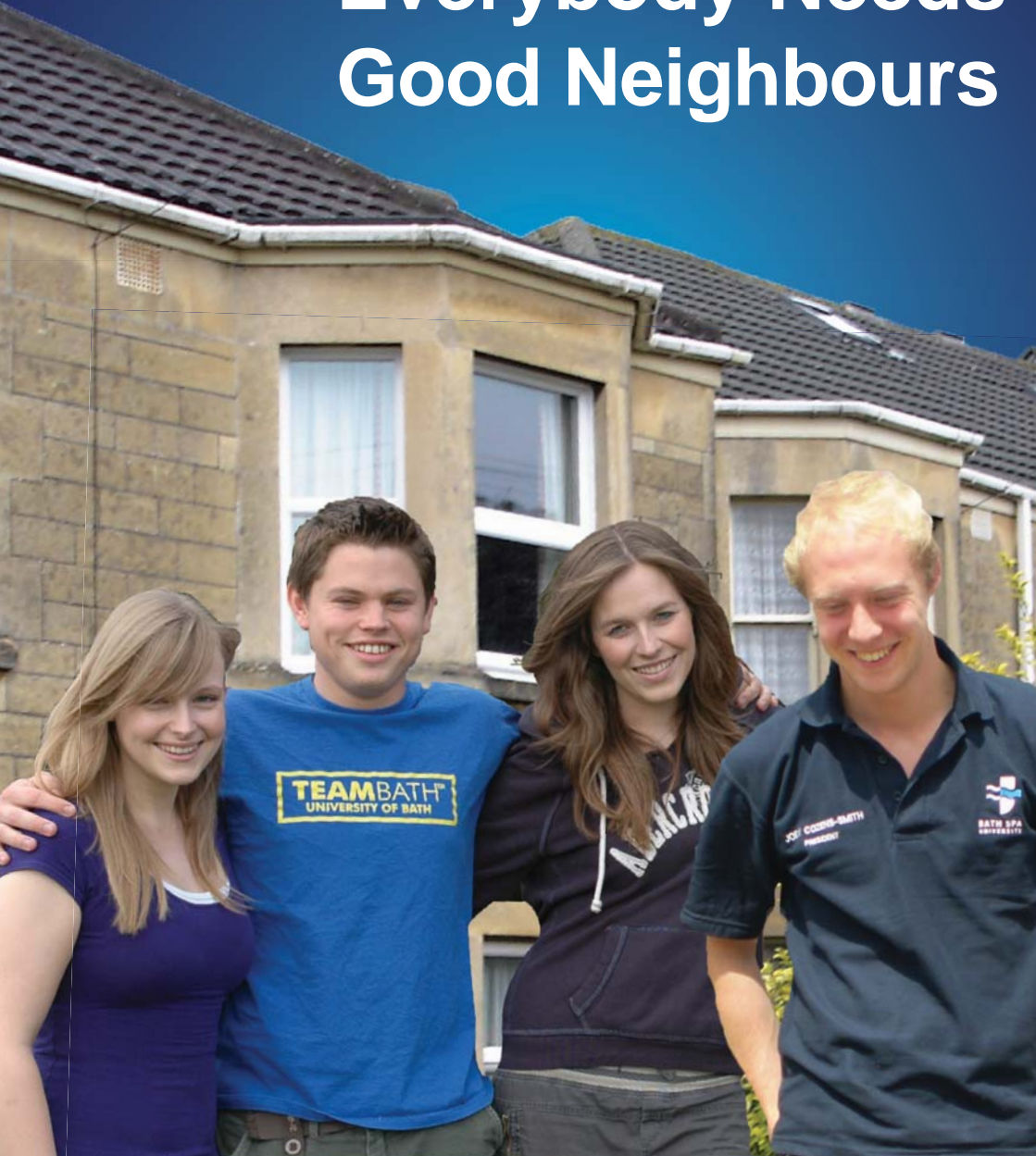




Student
Community Partnership

Everybody Needs Good Neighbours



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“Creating neighbourhoods where people choose to live”

Being a Good Neighbour

Our aim is to help create neighbourhoods where people choose to live and our message to all our residents is enjoy your home but don't prevent others from enjoying theirs.

This booklet has been designed to provide some useful tips on how to be a good Neighbour.

Making the Right Impression

Bath is a fairly small city so when you become part of your institution that means being part of the local community. It is important to establish a good relationship with your neighbours as a starting point.

Don't be shy, introduce yourself to your neighbours. This will help establish and build a positive relationship. Your neighbours are a source of useful information about your local area, including important information such as when the recycling or rubbish is collected, etc. They may also be able to help to keep an eye on your house during weekends and holidays.

Respecting your Neighbours

Good neighbours understand there will be noise on occasions from other flats and houses but understand the need for peace and quiet also. To be a good neighbour, please treat others around you as you would like to be treated.

The University institutions and Council jointly fund a Student Action line. This is open and advertised to all local residents and students alike so that any issues/complaints are reported, logged and investigated. The number for the action line is: **(01225) 385245**.

It is therefore important to be aware of your actions as they could bring your institution into disrepute and may affect your chances of graduating. So act upon any complaints you receive and try to sort them out with your neighbours as early as possible. Incidents of a criminal nature will also be investigated by the Police.

Each year, the Student Action Line receives a significant number of complaints, some of which lead to disciplinary action after thorough investigation by the relevant institution.

Consider your Noise Levels

Nuisance caused by noise is often the biggest cause of complaints. To help reduce the effect of noise, remember to ask your neighbours to let you know if noise levels from your house disturb them. If you receive any complaints, take responsibility and act upon them before the complaints are taken further by your institution.

Remember to:-

- ◆ position stereos, TVs, computers etc away from adjacent walls and be extra considerate if your neighbours have young children or if they are elderly.
- ◆ when coming home late, keep voices down and be careful not to slam car doors or the front door. Remember, your neighbours may have sleeping patterns different to you.
- ◆ be particularly sensitive if you live alongside young children and older people.

Having a Party?

Although it is your right to have the occasional party, more than one a term could be considered excessive.

Be considerate and ensure that you:-

- ◆ Let your neighbours know about your party giving them plenty of notice.
- ◆ Let them know when your party will start and expect to finish and stick to that time.

- ◆ Keep the music down and make sure you keep regular checks on noise levels, especially the bass.
- ◆ Ask your guests to leave quietly and clear up any debris. Also remember that your neighbours may keep different hours to you – make sure you and your guests respect this.

Please be responsive to requests to turn the music down. If an Environmental Health Officer calls round do not ignore them as they have extensive powers and you could end up with a heavy fine and have equipment seized.

Your Garden

You don't have to be Alan Titchmarsh to keep your garden tidy - ensure that the lawn is regularly cut and dispose of any rubbish (contact the Council to find out about purchasing sacks for your garden waste).

Ask your landlord to help you by providing the necessary tools, or to arrange for someone to mow the lawn regularly.

Each year the University institutions and Council fund a Students' Garden Competition, **Bath's Bloomin' Students**. Last year, prizes included a trophy and £150 worth of shopping vouchers for the winners, £100 and £75 worth of shopping vouchers for 2nd and 3rd place.

Application forms will be made available in Spring so don't forget to enter your house! Visit our web site for more information:

www.townandgown.org.uk



“ We always aim to offer the same high level of customer services and respond to your enquiries ”

Council Services

Housing Accreditation

Make sure your property is accredited through the B&NES Accreditation scheme. This ensures that the property is fit for human habitation, has safe gas and electrical installations, adequate fire precautions, sufficient amenities for the number of people living there and finally, that it is well managed. For further information please contact Linda Stickings on [\(01225\) 396287](tel:01225396287).

Council Tax

As a student you are not liable to pay for Council Tax. However, you must contact the Council to inform them that you are moving in and that you are a student. The easiest way to do this is online at www.bathnes.gov.uk/students

You must also let them know when you are leaving the property. Unless you do so, you will remain liable for Council Tax.

For general enquires about Council Tax, please phone **(01225) 477777** or e-mail revenues_benefits@bathnes.gov.uk

Residents Parking

If you have a car, please contact the Council about whether you are eligible for a parking permit. The allocation of the parking permits in residential areas within Bath are very limited.

You should also contact your landlord to find out whether there is an allocated parking space or permit for the premises.

For more information on parking zones in the city visit: www.bathnes.gov.uk or contact: **(01225) 477033 or 477134**.

Waste and Recycling

Be responsible for ensuring you keep your home and garden free from waste – otherwise it becomes an eyesore or can cause health problems. Make sure that you only put your recycling and refuse out on the day of collection and put it at the front edge of your property so that it doesn't become an eyesore or present health problems.

Remember the Council has powers to issue fixed penalty notices (£50) where rubbish is repeatedly left out at the wrong time or place.

Make sure that you...

- ◆ Use the free collection services for domestic waste.
- ◆ Recycle everything you can - use your green box if one is supplied and put it outside on the right day. If you do not have a green box you can order one from the Council or put your recycling out in plastic bags.
- ◆ Alternatively take bottles, paper, tins and plastic to recycling points: Charlotte Street Car Park, Morrisons, The Sulis Club, Midland Road Recycling Centre.
- ◆ Bag up rubbish carefully and don't leave it in the front garden all week.
- ◆ Don't leave large pieces of rubbish (old mattresses, broken furniture etc) in the front or back garden. Your nearest Recycling Centre is at Midland Road, Bath BA1 3AT (opposite the children's playground in Victoria Park).
- ◆ Bin bags should be placed in a bin. If you do not have one ask your landlord/ letting agent to provide one.

If you need to find out which day your recycling and refuse is collected, visit www.bathnes.gov.uk enter your postcode in the my area search facility, confirm your address and then choose the environment and planning link.

Alternatively if you want to request a recycling box or get general information, about waste and recycling, please contact Council Connect on **(01225) 394041** or e-mail councilconnect@bathnes.gov.uk or visit the web site address above.



“ Lock doors and windows when you go out and make sure all valuable items are not easily viewed from outside ”

Personal Safety

The patterns and habits of students are quite predictable, therefore it makes sense to be extra vigilant when it comes to crime prevention at student properties.

Neighbourhood Watch is one of the biggest and most successful crime prevention initiatives. If you would like to find a Neighbourhood Watch or set one up please contact Bath Police Station on **(0845) 4567000**.

To find out who your local area Police Constable/ Beat Manager is, as well as to report incidents of crime got to www.avonandsomerset.police.uk.

Protecting your valuables

Make sure that you have post coded and registered all your belongings and keep them safe and secure. The Police manage a national database of items that have a serial type number. This is regularly updated and can reunite you with your lost or stolen items. Any item that has a serial type number can be registered such as mobile phones, cameras, lap-tops. Go to: www.immobilise.com to register all your valuables for **FREE**.

Fire Safety

The use of candles and incense sticks increase the risks of a fire in the home. The consumption of alcohol can increase the risks of fire as well as smoking, using matches or lighters and the use of barbeques. Work out a fire escape plan with your housemates and make sure your property has appropriate fire safety equipment including a smoke alarm.

For more information visit: www.avonfire.gov.uk

Harassment

If you are the victim of any form of racial homophobic or disability related harassment, or indeed any harassment (broken windows, offensive graffiti, or verbal, physical or emotional abuse) or you know of someone who is, please contact the Bath Police Hate Crime Officer on **(01225) 842475** or Student Union AWARE on **(01225) 386906**.

You may be experiencing abuse or harassment from someone you know and love. This is domestic abuse, and it can be physical, emotional, sexual or financial, and you may feel unsafe or disempowered around this person. For help, call the Domestic Abuse Coordinator at Bath & North East Somerset Council, on **(01225) 396181**. They will be able to put you in touch with an organisation that can give you free advice and support.

Travelling around by bicycle

If you are a cyclist, be aware of the Highway Code. Ensure that you wear a cycle helmet, wear appropriate clothing (eg. light coloured or fluorescent clothing) and ensure that, at night, your bike has a white front and red rear lights lit. When approaching a junction to the left, watch out for vehicles turning in front of you out of any side roads.

There are a number of blackspots where student cyclists have been involved in a number of accidents, in particular Widcombe Hill - **Please take Care**.

Always be aware of your speed, other vehicles and pedestrians and the road conditions.

“Getting involved in your community can offer benefits to your local community”



Getting Involved

‘Getting Involved’ in your community can not only offer benefit to your local community, but it is also a good way of getting to know your neighbours.

Volunteering Co-ordinators

Volunteer Co-ordinators at the University work with the local Council and other partners to provide volunteering opportunities in the community.

If you are interested contact your Volunteer Co-ordinators:

- ◆ Anna Boneham, University of Bath,
email: a.boneham@bath.ac.uk tel: **(01225) 383198**
- ◆ Ed Stephens, Bath Spa University,
email: e.stevens@bathspa.ac.uk tel: **(01225) 875705**

PACTs (Partners and Communities Together)

If you have any issues about your local community that are of concern, you can attend your local PACT meeting. PACT meetings are designed to bring together statutory partners such as the Police, Council, Social Housing and residents to prioritise and address local issues.

To find out more about your local PACT visit:

www.avonandsomerset.police.uk

Useful contacts

Bath Spa University Students' Union (01225) 875588
www.bathspasu.co.uk

University of Bath Students' Union (01225) 386612
www.bathstudent.com

Council Connect
(01225) 394041
www.bathnes.gov.uk/contactus

Bath Citizens Advice Bureau
(01225) 463333

Avon & Somerset Police
(0845) 4567000
www.avonandsomerset.police.uk

Avon Fire & Rescue
(0117) 9262061
www.avonfire.gov.uk



Student
Community Partnership

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The Student Community Partnership working together on matters concerning students and the local community



University of Bath
Students' Union

Bath & North East
Somerset Council

