

Community Liaison Group Meeting November 30th 2015

Minutes and Reports

Present

Oscar Dayus – UoB
Ciara Dornan – UoB
Ben Hickey – UoB
Liz Kew - BCR Streetscene
Rob Umphray – BCR Streetscene
Heather Anne – Jacobs Wells Community Hub
Peter Symes – RARA
Natalia Koniakhina – Redland
Mike Bulpitt – Redland
Matt Jones – BCC
Chris Jefferies – CHIS
Linda Ewles – Highbury Residents Assoc'
Ian Goodenough – ORA
Richard Barnes – ORA
Rob Harris – RCAS
Derrick Collier – Chandos Road Community Assoc'
Wendy Pollard – RTRA
Nick Boyce – Police
Gordon Scofield - UoB

Apologies

Caroline Court – Simon Bray - Nigel England – Jill White – Jake Peggs & Celia – Mike Lawlor – Pauline Allen – Hamilton Caswell – Colin Dyan – Catherine Clark

Welcome apologies and introductions from Gordon Scofield

Community Liaison Reports

Nigel England UWE – presented by G Scofield

UWE Community Liaison Report July to November 2015

Complaints.

32 complaints from July 1st until Nov. 27th 2015. 28 were noise complaints, 3 rubbish complaints and 1 ASB complaint.

In terms of areas they were received from BS1- 1, BS3-1, BS6 – 7, BS7 -12, BS8 – 1, BS10- 1, BS16- 7. So majority in BS7 this year tallying with more UWE students living in Bishopston and Horfield areas and Glos road corridor.

In terms of types of noise complaints these were not just students being excessively noisy but were also the house itself not being fit for purpose with lack of sound proofing and also lack of door dampeners etc. being an issue and or lack of carpets, again sound insulation and having 6 to 8 students in a house with paper thin walls where even just talking normally can clearly be heard by the neighbours and seen as a disturbance. I have referred a couple of the houses to the private housing team @ BCC so HMO licence conditions can be checked as I felt students were having to live in sometimes unhealthy and dangerous conditions which is not acceptable.

A couple of complaints were, I felt, unfair and unjustified against the students concerned and in one case an eviction notice was unfairly served on the students causing immense stress and concern to them and for which I had to intervene and get rescinded. I will be seeking an apology for the students.

Noise complaints were mainly excessive bass levels resonating through thin walls.

We called 2 houses in for disciplinary hearings with myself and our campus Police officer, PC Mark Brain, and these resulted in written apologies to neighbours and written warnings for the students. We have put one case forward to be dealt with by way of a Restorative Justice conference. I am working with our campus Police officer and Avon and Somerset Police on this scheme on some relevant cases of ASB and or Noise nuisance which fit the RJ model.

The rubbish complaints were dealt with by myself and Trudy Feeney from BCC waste department by visiting and speaking to students but also speaking to Landlords and Managing/ Letting agents re correct waste and recycling procedures. Trudy and I do go door knocking in the streets where we have received complaints but also right across Bristol to be proactive in preventing waste complaints.

Briefly on other things we have been doing:-

4 new student community reps taken on end of September this year. They are fabulous and have been helping out on various projects with me and the Student Union to include, Love where you live campaign, Student safety campaigns, student and community health campaigns, information to students about being a good neighbour, about waste and recycling, home and personal safety etc.

They will be working on ongoing projects to give information to 1st year students about their rights and responsibilities when moving into private rented accommodation. This information will also go out to all students in rented accommodation 3 times a year.

They are part of the Community Liaison Team and can be contacted via Community@uwe.ac.uk

I am just having a student community living guide printed and it will go out to students in PRA. It will cover all aspects of living in PRA, rights and responsibilities and important things like correct waste and recycling, noise and being a good neighbour as well as reminding students about codes of conduct etc. but will also give help and support to our students.

We have again this year supported student and resident welcome events and also community events where students and residents/local community have come together to build and maintain good community relations. We have worked with local schools and community groups around UWE and across Bristol. Funding for such events can be applied for www.uwe.ac.uk/communityliaison

If you have any questions or queries please contact me at community@uwe.ac.uk

University of Bristol Community Liaison Officer Report

Totals to date from September for this academic year – September saw many complaints that were not attributable to students.

	September 15	October 15	November 15
Noise	26	39	12
Rubbish	5	6	4
Parking	0	0	0
Not UoB	12	8	3
Total received	31	45	16

Three household of students have been asked to a Disciplinary Enquiry – no students have been referred to the Pro-Vice Chancellor

In comparison to previous years

Month	13/14	14/15	15/16
September	10	31	31
October	19	25	45
November	27	17	16

October this year was double on previous years but other months are similar in respect of the number of complaints received – however November saw a significant fall from 13/14

University supported the following community initiatives during the moving in period from September:

- Hampton Park – Ashgrove Road Street Fair
- Chandos Road Street fair
- Clifton Down Welcome event
- Channings Welcome Event ORA/RARA
- Highbury Villas Welcome Event

Moving In – covered all the usual areas plus a more extensive campaign in BS8 – St Michaels Hill. 1500+ properties visited.

Distribution of Love Where you Live leaflets and Vice-Chancellors letter.

Community Ambassadors have been actively supporting Don't Rent Yet campaign, Register to Vote, and Bristol Big Give.

Currently working on WRAP – pilot areas with BCC, Future Resources to measure the amount of houses engaged in Recycling - Collate information on student houses to measure recycling.

Community Liaison officer and student Community Ambassadors are attending Neighbourhood Partnership and forums.

The two Universities will in future hold an annual question and answer session with the VC's – 2016 to be hosted by University of Bristol with the confirmed date of 29 February. Delegates from all Community Associations and other interested parties to be invited – questions to be submitted in advance. GS will email out invites in the New Year.

Next year 2016 Community Liaison Officer and Community Ambassadors will be going into student halls with Community message to promote good behaviour and community cohesion.

Bristol Student Community partnership meeting was held 27 October – still no agreement on how the group will move forward – deadline for submissions 23rd February to be hosted by Trudy at BCC. UoB currently engaged in a mapping exercise for all of the groups – UoB Student Union undertaking a student survey.

Waste and Recycling

As mentioned WRAP University of Bristol in partnership with BCC engaged in first part of WRAP campaign:

<http://www.wrap.org.uk/>

The Bristol Big Give around 72 tons collected representing around £125 000 will be run again next year. We would like to find some off road sites for the Chandos Road & Hampton Road area.

A comment from the floor that it had taken the British Heart Foundation quite a long time to empty some of the bins last campaign. GS will bring this up for next year's campaign with the BHF.

Ben Hickey raised the question of waste not being collected a problem documented in the streets where students live. Anthony Negus encouraged all missed collections of waste and recycling to be reported.

Transport

HMO licensing are speaking with letting agents about bicycles in HMO hallways causing an obstacle in the event of fire. GS will liaise with University to add this to the University website.

It was suggested that maybe Sustrans could help with the installation of bike racks as well as landlords.

Issue raised regarding the University purchasing resident parking permits in and around the University Precinct where the University owns many buildings– reducing the amount of parking spaces for residents. Nick Boyce took up on the point, saying that the University was operating within the rules.

Noise and Anti-Social Behaviour

Residents in Alma Vale Road have reported late night noise in the street and drunken behaviour – UoB believes that the police should be called where behaviour is likely to be criminal as it is difficult for me track them down.

Majority of noise complaints are from parties – we are reviewing the website and advice in December.

The matter of UoB security employees attending student parties with body cameras was raised – GS informed that there is presently no University initiative for this happen due to legal and safety concerns.

The Community Ambassadors raised concerns when asked about communication with residents which can be very aggressive but said that meeting the neighbours is both very welcome and enhances the experience of living in neighbourhoods.

GS pointed out that aggressive and criminal behaviour towards students by some members of neighbourhoods continues and encouraged the community groups to address this to avoid criminal prosecutions.

Other Business

The question over the use of gardens by students where large groups gather but before 11pm. UOB will add advice to the community pages on the University website and promote next year during Moving In.

General discussion over the role of landlords and HMO's.

Rob Umphrey discussed the websites which students can rate landlords – he has provided websites below:

<http://www.ratemyroof.co.uk/>

<https://movem.co.uk/listings/7-9-worrall-road-bs8-2uf/>

<https://movem.co.uk/listings/11-clyde-park-bs6-6rs/>

<https://movem.co.uk/listings/9-alfred-place-bs2-8hd/>

The UoB student Union are about to launch a questionnaire.

Anthony Negus gave a brief background on HMO licensing and stressed poor accommodation should be reported to the Council. Also spoke of the Council initiative in the Stapleton Road area regarding licencing and statutory licensing.

Durham University discussed where all student accommodation is registered at the University and checked – however the number of checks that would have to be done by UoB would exceed three thousand.

Liz Kew reported that she was involved in the WRAP initiative whereby household that recycle correctly can win cash prizes. UoB had not been invited into the campaign.

Next meeting March