



COMMUNITY LIAISON

To Local Residents who are not students in the University of Durham
(Students in Durham University please also read the reverse side of this leaflet.)

Durham University is committed to promoting good relationships between its students and the other members of the local community. Many students are directly involved through schools, sports clubs, churches and the many activities of the Student Community Action organisation. We have a City Liaison Officer, a City Liaison Committee including representatives of residents, the City Council and Police, and a Code of Conduct for students living out of College. A Community Liaison Patrol and associated Community Hotline are also there to help.

- Residents who need help in dealing with neighbours who are students in the University can contact the Community Hotline

Community Hotline: Durham 334 2222

- This Hotline is staffed by our Community Liaison Patrolmen for 24 hours a day every day of the year.

- Residents who contact the Hotline or Patrol are asked to:

- Make contact at the time of the problem, or as soon after it occurs as possible, since this increases the chance of dealing with it effectively;
- Give their own name, address and telephone number;
- Give brief details of the problem, including details such as the specific address or car registration number and the names of students concerned, if known; and
- Indicate whether they wish to be identified to the students concerned or not (in which case their request to remain anonymous will be respected by the University).

- After receiving a report, the Community Liaison Patrol will:

- Deal with the matter as quickly as possible, attending the location if necessary;
- Either call to see or telephone the person who made the report to explain the action and the response of the students concerned; and
- Prepare a report to be submitted to senior

University staff.

- In the event of a serious problem, the University has a team of three Senior Officers who will promptly consider the appropriate disciplinary action for the students concerned, and then write and advise the person who reported the problem of the action being taken.

- As an alternative to the Hotline, residents can also write to the University:

The City Liaison Officer
Office of the Dean of Colleges and Student
Support Services
Durham University
University Office
Durham DH1 3HP

- Other useful University contacts for members of the public include:

<i>Main switchboard</i>	0191 334 2000
<i>Main Fax</i>	0191 334 6250
<i>Claypath Residents Association</i>	0191 386 8479
<i>Elvet Residents Association</i>	0191 384 3736
<i>Crossgate Residents Association</i>	0191 383 9148
<i>Crossgate Village Community Association</i>	0191 386 5203

Please remember:

- Durham University is committed to promoting good relationships between students and the rest of the community.
- As a student living in the local community, you should receive via your College or Society the University's Code of Conduct for Students Living Out of College: if you have not received a copy, please ask your College or Society Office. Read carefully and observe this Code of Conduct.
- **Cars and Parking:** Undergraduate students living in most of the central City area must seek permission to keep a car in Durham. The University will only issue a permit if you can show that you can park at your residence without creating problems for your neighbours.
 - If you share a house, the University will normally only issue two permits per household (mirroring the Council conditions in the Controlled Parking areas).
 - If you live in a Controlled Parking area you must *in addition* apply for a permit through the NCP office in North Road tel: 0191 3846633.
 - If you do receive permission to keep a car in Durham, please ensure that when you park it anywhere in the City you do not inconvenience other members of the local community.
- **Noise:** please remember that the style and pattern of living and working of your neighbours is likely to differ from your own, so please keep televisions, radios, music etc, at a reasonable volume. If you intend to have a party, please inform neighbours *well in advance*, promise to finish at a reasonable (specified) time, and keep your promise. It may also be helpful to inform the Community Hotline of such parties in advance.
- **Rubbish:** Please ensure that you only put waste in the wheelie bin or other container provided by the Council and that you put out the container only on collection day and take it back in *promptly* after collection.
 - The normal refuse collectors *will not* remove items not in approved containers. If you ignore this you will cause great annoyance, inconvenience and possibly a health hazard to your neighbours.
 - If you have a large amount of rubbish (e.g. at the end of term), take it to the Household Waste Site at Pity Me (off the A167 roundabout near Sainsbury's), or call the City Council Waste Management Officer on 0191 301 8669. You can also apply for extra wheelie bins on this number.
 - Please also help by recycling items using the Council's "green box" scheme or their recycling sites. There is one at the Elvet Hill car park next to Trevelyan College.
- On the other side of this leaflet, there are details about the Community Hotline and Community Liaison Patrol. Please note that the Community Liaison Patrolmen (and other members of University staff) have the following authority outside University premises:
 - To advise students that they are, or may be, in breach of the University's general Regulations, including committing a major disciplinary offence by bringing the University into disrepute;
 - To request that individuals believed to be members of the University to identify themselves;
 - To report to the appropriate authorities any breach of discipline and/or University Regulations, identifying the students concerned;
 - To help other staff of the University in matters relating to student discipline;
 - If appropriate, to call the Police.
- Penalties for serious disciplinary offences are high, including rustication or expulsion. Students who have displayed anti-social behaviour to neighbours have been fined up to £200 or more and not been allowed to graduate before full payment.
- The University expects all students to sustain a good relationship with other members of the local, community. The Community Liaison Patrol has proved very successful. Students are asked to respect and co-operate with the Patrolmen.
- Getting positively involved in the community can make living out in Durham a much more enjoyable experience. Local Residents Associations will welcome your input, so why not take part in their activities.