

University of Hertfordshire

Hatfield

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UK

tel +44 (0)1707 285165

Community@herts.ac.uk

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Dear Resident

**Important Information:**

As the University of Hertfordshire’s Community Liaison and Support Officer I am responsible for the welfare and discipline of students living off-campus. A large part of my role is to also act as the link between the University and local community.

As Hatfield is home to many individuals studying at the University of Hertfordshire, I would like to request that student residents respect neighbouring households, especially whilst returning home from late night social events, or whilst holding social gatherings within properties. Noise disturbance can often cause a great deal of frustration and inconvenience, especially for older residents and those with young families. Sleepless nights will also have a negative effect on those needing to wake up early for work.

**Community Living**

Moving out of University on-campus accommodation and into a shared house or flat is often an exciting and enjoyable experience for many students. An increase of independence also involves extra responsibilities, such as managing bills, parking arrangements, and ensuring rubbish is collected correctly. Students are also responsible for maintaining a positive relationship with their neighbours. This will benefit all concerned, and helps to build trust and respect.

Whilst living in the community, students should take an interest and pride in where they live. Front and back gardens should be kept tidy, and students should notify their Landlord or Letting Agent if any maintenance is required.

As a considerate neighbour, drivers should park sensibly, and should not obstruct pavements or block driveways. Please remember that Emergency vehicles may need to gain access to a property in your local community, and inconsiderate parking can hinder their journey unnecessarily. Please do not cause dangerous obstructions with vehicles and remember that wheelchairs and pushchairs need enough space to use the pavement.

To ensure your neighbours are not woken up in the early hours, please remember to return home quietly. Broken sleep is often upsetting, and will cause a great deal of frustration for those needing to wake up early the same day. Similarly, if you are planning a party or social gathering within your home, please contact your neighbours in advance and provide a contact number to be used in the event that the noise becomes an issue.

**Reporting Anti-Social Behaviour**

All off-campus related complaints are usually forwarded to me direct, either by phone or email. It is important to acknowledge that anti-social behaviour can often be a wider problem within communities, and is not always a result of students. I would therefore encourage both student and non-student residents to report as much information as possible with regards to incidents of anti-social behaviour, as this will support my own investigations, and help to determine the true identity of the perpetrator. Reports can be forwarded to me at: Community@herts.ac.uk or 01707 285165.

Welwyn Hatfield Borough Council Environmental Health team can be contacted to report noise disturbance within properties on 01707 357242 (please ring during office hours for advice and information). The extended callout service can be contacted on 0800 1114484. There is a regular weekend service (Operation Reprise), on Fridays and Saturdays, 10pm-3am.

The Police can be contacted for disturbances occurring outside a property on their non-emergency number – 101.

**University’s dedicated Policing Team:**

PC Jenny Edwards: Jennifer.Edwards@herts.pnn.police.uk

PCSO Christie Hurley: Christie.Hurley@Herts.Pnn.Police.uk

PCSO Mark Randall: Mark.Randall@herts.pnn.police.uk

**Rubbish**

It is important to remember that excess waste and overfilled bins will **not** be collected as part of the fortnightly waste and recycling collection service. Please follow the guidance provided by WelHat Council to ensure your bins are managed correctly.

Your recycling and compost bins are collected on alternate weeks to your rubbish bin. If you are unsure of which items are to be placed in your recycling bin, please read the ‘A-Z of Rubbish’ guidance material on the WelHat Borough Council website. Please do not bag recycling items, and ensure that food and drink packaging is washed. All cardboard should be flattened. Please store bins neatly, and away from the pavement when a bin collection is not due.

Please note that excess rubbish and recycling can be taken to a Hertfordshire County Council’s Household Waste Recycling Centre.

Bulk household waste collections can be arranged (at a fee) via the Council. To arrange a collection using the Council’s contractor Serco, please phone the Contact Centre on: 01707 357000.

**Remember:** Dumping waste (fly-tipping) is illegal. Discarded waste poses a hazard to others and the environment, and those responsible will be prosecuted.

If you require additional information, please phone the Council on: 01707 357000 or at: [www.welhat.gov.uk](http://www.welhat.gov.uk).

**Security and Crime Prevention**

As part of my role, I work very closely with the University Police team to promote community safety, both on and off campus. Please take the time to ensure your doors, windows and gates are secured and locked to reduce the risk of unwanted intruders, and potential burglaries.

The Police often recover many lost or stolen items that sadly cannot be returned to their owners because there is no way of identifying them. You can register your valuables to ensure they are returned to you, via the following website: [www.immobilise.com](http://www.immobilise.com).

If your property is fully occupied and there is still an estate agent’s advertisement board outside, please contact the agent and request that this is removed.

Please remember to flatten and dispose of cardboard boxes for items such as new electrical appliances in the recycling bin, rather than leaving them outside your home. Thieves will often target houses if they know if there are items of high value inside.

Non-emergency incidents can be reported to Hertfordshire Constabulary using the phone number: **101**. A non-emergency would be an incident or a crime that has happened (not an incident or crime in progress as this should be a **999** call). **101** can also be used if you would like to speak to a police officer or a member of police staff, or for a general police enquiry, advice and information.

**Parking**

Due to the high volume of cars parked around Hatfield, a great deal of inconvenience and frustration is experienced by many local residents. I would like to advise that if you are experiencing issues involving the enforcement of yellow lines, and other parking restrictions, please report this to the WelHat Council.

The Hertfordshire Constabulary has the power to act on unattended vehicles, or vehicles causing a hazardous obstruction (cars blocking driveways or pavement access). To report dangerous or obstructed parking, please contact the Police via their non-emergency phone number: **101**. Please provide your contact details, a description of the vehicle (including registration plate number), and the location.

Further information can be found on the Hertfordshire Constabulary’s website: <http://www.herts.police.uk/advice/illegal_parking.aspx>

Students commuting into Hatfield from outside areas should **not** be parking in residential streets. The Angerland Park & Ride (please use postcode AL10 8HS) is available Monday – Friday from 07.00 until 22.00 (term time). It is free to park in this car park, and the connecting shuttle bus costs 50p from the ticket machine.

**Student Code of Conduct**

In the event of the University receiving a complaint about a specific student address, it is standard procedure for me to arrange a joint visit to the property with a member of the University Police team. The purpose of this visit is to discuss the reported accusation, and to clarify the University’s expectations of student behaviour. It is also an opportunity to find out whether the students are experiencing their own difficulties, which may involve issues surrounding the property itself, housemates or a private landlord.

Students are reminded of the University’s Code of Conduct, and the potential implications should complaints continue to be received. As a result of particular disciplinary actions, the University may find it appropriate to issue financial penalties, or in severe cases impose a suspension or exclusion from academic studies.

The University’s disciplinary process is an evidential one and we would therefore need evidence to support the complaint in order to take the matter forward to a full disciplinary investigation. This could ultimately affect the student’s academic career.  The evidence can be in the form a report from the Police or the Environmental Health department.

I do hope that this information has been helpful; however please do not hesitate to contact me if you would like to discuss this letter further.

Yours sincerely

Emma

Emma Lewis

Community Liaison and Support Officer

University of Hertfordshire