



**Moving on:
a guide to
community living**

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INTRODUCTION

Moving out of University accommodation and into your first shared house/flat with friends is an exciting time. Along with more independence you will also gain responsibilities, not just in paying the rent and bills, but towards other members of the community.



Whilst the vast majority of students and non-student residents live in harmony, lifestyle differences can cause distress and conflict. Things that may not seem important to you can be a major source of irritation and upset to non-student residents. The most common complaints about students received by the University involve:

- excessive noise (day or night)
- anti-social behaviour
- inconsiderate parking
- rubbish not put out correctly or bins left out permanently, obstructing access.



The University is committed to responding to concerns in the community over student behaviour and aims to encourage high standards of conduct.

New student rules and regulations have been introduced which includes a disciplinary procedure for student misconduct in the community; see page 12 for further details.

This guide aims to help you understand how to be a good neighbour and to give you the information you need to ensure that you have a happy year.

ON MOVING IN

Say hello!

Introduce yourselves to your neighbours. Find out if they have young children who need to go to bed early or if they are elderly. Do they work? Ask about rubbish and recycling collections. If you are on friendly terms it will be easier for you to appreciate any concerns they may have and they will be more likely to approach you rather than the police or council if they have a problem.

Make yourself at home

This will be your home for at least the next year, so make an effort to become part of the community. This way you'll get a chance to escape the student bubble and to make friends with a much wider range of people.



Consider joining your local residents association. If there is a neighbourhood watch, join in; students are prime targets for burglaries so it makes sense to do everything you can to protect yourself. See www.avonandsomerset.police.co.uk for more information about crime reduction and community safety.



Look for opportunities to make a positive contribution to your area, check out the Student Community Action website at www.cowmunity.org/ for volunteering opportunities. A very high percentage of students stay in Bristol after graduation so your efforts may pay dividends in the future.

Many houses in Bristol are old with poor insulation so noise travels easily through floors and walls. What may not sound loud to you may still be disturbing your neighbours. Avoid shouting, slamming doors or running up and down stairs late at night. If you are chatting or entertaining late try to:

- avoid using rooms that adjoin neighbours' bedrooms
- position stereos, tvs and computers away from adjoining walls
- keep your doors and windows closed to help prevent noise from carrying - noise seems to travel a very long way at night!

Students often have no idea that they have been disturbing their neighbours. Ask your neighbours to pop round and let you know if they have any problems.

Noise at night

When returning home late at night ensure that noise is kept to a minimum. It's easy to unintentionally disturb your neighbours when there is less background noise. Avoid raised voices, singing in the street, revving car engines, car stereos blaring out, late night meetings at your front door and keep the volume of TVs, music or computer games low.

Parties

There are a few things that you can do to minimise the chances of neighbours being disturbed or complaining:



- If you are planning a big event look into hiring a venue. A list of possible venues will be available on the Community section of our website from October 2008.
- Give neighbours plenty of advance warning and tell them what (reasonable) time you expect the party to finish – and stick to this!
- Give them a mobile number they can call if they are worried or being kept awake and then make sure someone has the mobile on them.
- Avoid weeknights and try not to have lots of parties at the same house, it's not fair on your neighbours.
- Don't put your house details as a bulletin on myspace/bebo or create a public event on facebook, or you could end up with far more guests that you can cope with. Remember that you will be held responsible for the behaviour of your guests (and any damage caused to your property).

NOISE

- Residents often feel too intimidated to complain late so check noise levels, especially the bass. If you can hear the music from outside, it's too loud.
- If your party starts outdoors move indoors at a reasonable time and keep doors and windows closed to stop noise carrying.
- Don't allow guests to hang around out in your garden in the early hours of the morning. Ask your guests to leave quietly.
- Respond politely to requests by neighbours to either end the party or turn the music down (and keep it down).

Anti social behaviour

That this is unacceptable should go without saying but we still get complaints about students climbing on cars, letting off fireworks, urinating in streets and gardens, playing football in the street at 2am, throwing eggs or paint, putting up obscene pictures outside their houses and even being abusive to other residents. This is anti-social behaviour and is a criminal offence that can result in prosecution.

Be warned

If you make too much noise or behave badly your neighbours may contact the University, Noise Pollution Officers at Bristol City Council or the Police in addition to your landlord or agency. Under the Noise Act 1996, City Council Noise Officers have powers to deal with noise complaints, including Noise Abatement Notices, formal cautions, prosecution and in extreme cases involving loud music, confiscation of the music equipment.

Complaints about excessive noise or anti-social behaviour are taken very seriously by the University. Disciplinary action is likely to be taken against students where there are substantiated cases of serious misconduct. See p12 for details.

Responding to complaints

If someone comes round or calls you to complain there are a few golden rules on how to respond:

- Never be rude or aggressive (even if they are)
- Try to see things from their point of view
- Say sorry – a heartfelt apology can defuse most situations
- Look at possible solutions, could you move the TV or even change the location of the living room
- Contact the University Accommodation Office for advice or mediation
- Finally, try not to do it again!

The University strongly recommends that you don't bring a car to Bristol unless it is essential. Bristol is a heavily congested city - on-street parking in the University precinct is very limited and in the many streets with pay and display ticket machines, very expensive.

In residential areas close to the University most of the available kerb-side space is taken up by local residents and people who work nearby. Student cars parked in the road and rarely moved all term are a source of great frustration to residents who can't find a parking space near their home but need to use their cars every day to take children to school, go to work, etc.



It will cost you a lot less to use public transport and occasional taxis than to run a car and the central location of the University means that there are many bus routes running close by. It's also healthier, greener and cleaner (and quite possibly quicker) to walk or cycle.

Only need a car occasionally?

The City of Bristol has its own Car Club Scheme in operation with many cars located in the central Bristol area. The car club provides a real and much cheaper alternative to car ownership and is widely used in several UK cities. For further information about this, other means of transport and journey planners, please visit www.bristol.ac.uk/transportplan/

REFUSE AND RECYCLING

Bristol City Council has introduced a scheme for collecting waste in order to maximise recycling. As much as 70% of your household waste can be recycled every week using the Council's recycling services.

Your household will have been provided with:

- a black box
- a brown 25 litre kitchen waste bin and a 5 litre caddy
- a black wheelie bin
- a green garden bin (chargeable, optional) for disposal of garden waste. The cost for the bin is £21 and the collection charge for a year is £32.



You can order any missing containers or extra black boxes for free by calling 0117 922 2100, or online at www.bristol.gov.uk/recycling. If there are six or more residents in your property, you can order an additional wheelie bin if you have adequate off-street storage.

Collection days

All your collections are on the same day of the week. Find out your collection day at www.bristol.gov.uk/collectiondayfinder.

Kitchen bins and cardboard

Keep the caddy indoors lined with newspaper and empty it into the kitchen bin when full. The lid of the kitchen bin must be locked for collection – push the handle forward to lock the lid down.

Flatten your cardboard and place it next to the kitchen bin on collection day.

Black box

Use your black box to recycle as much as you can. Please do not put cardboard or plastics in your black box as they will not be collected.

Plastic recycling

Check www.bristol.gov.uk/recyclingcentrefinder for a full list.

REFUSE AND RECYCLING

Wheelie bins –only use for non-recyclable stuff

Bristol has a no side-waste policy. Bags or bulky items left next to the bin or piled on top like this will not be collected. Avoid piles of black bags by recycling more.



Put your bin out by 7am on collection day and always bring it back onto your property the same day after it's been emptied. As well as blocking the pavement for pedestrians, leaving your bin in the street is also a prosecutable offence.

No storage for a wheelie bin?

Where there is no off street storage for a wheelie bin a maximum of 4 bags per property may be put out for collection – any more will get left behind.

Recycling your waste – what goes where

COLLECTED WEEKLY	COLLECTED WEEKLY	COLLECTED FORTNIGHTLY
Brown kitchen waste bin	Black Box	Wheelie bin - use for:
<p>All cooked and uncooked food</p> <p>Tea bags, coffee grounds</p> <p>Dairy products, eggshells</p> <p>Cardboard, including food packaging, (place next to bin)</p>	<p>Paper, newspapers, magazines, catalogues, junk mail - remove plastic wrapping</p> <p>Rinsed out glass bottles and jars</p> <p>Cans, tins and foil</p> <p>Clothing, material, shoes (place in tied up bags)</p>	<p>Plastics</p> <p>Broken glass</p> <p>Tetra paks</p> <p>Any other non-recyclable rubbish</p>

REFUSE AND RECYCLING

Flytipping - did you know...

As little as 2 bags left out on the street on non-collection days is classed as fly-tipping for which you could be fined. Recycle as much as you can.

End of year clear-outs

There are complaints every year at the end of the summer term about mounds of rubbish being left out by students that look unsightly and smell extremely unpleasant as well as obstructing the pavements. Please ensure that you start clearing out early and plan ahead to ensure that your rubbish is disposed of before you move out.



Unwanted furniture or electrical items?

The following charities will collect certain items of furniture and appliances for free at their discretion.

The SOFA Project

Tel: 0117 9543567 Email: info@sofaproject.org.uk

Website: www.sofaproject.org.uk

Emmaus

Tel: 0117 9540886 Website: www.emmausbristol.org.uk

Too much rubbish?

If you have more rubbish than can be dealt with on a normal collection day, you will need to make your own arrangements. Bristol City Council offer a Bulky Waste Collection Service where they will remove a maximum of three large items (or up to 12 black bin bags) including furniture, electrical items, washing machines and mattresses for a small fee, currently £15 (as at 2008). Contact them on 0117 922 2100 Alternatively, there are many local companies that offer a waste disposal services; try Yellow Pages or look on-line.

If you have your own transport you can use one of the rubbish and recycling centres (tips):

St Philips Recycling Centre, Days Lane, St Philips, BS2 0QS

Avonmouth Recycling Centre, Kingsweston Lane, Avonmouth, BS11 0YS

1 Introduction

1.1 Section 3.1 of the Student Disciplinary Regulations (“the Regulations”) states that: “The Director of Student Services is authorised to draw up and publish local rules and regulations for student behaviour in University residences and in the community”.

1.2 The rules and regulations for student behaviour in University residences may be found in the Residence Handbook for each residence and the University of Bristol Student Residence Conditions.

1.3 The rules and regulations for student behaviour in the local community (“the community behaviour rules”) are set out below and will be published annually in the Student Housing Guide and made available at www.bristol.ac.uk/accommodation/prs/community/localrules.html . The community behaviour rules have been drawn up in consultation with the Students Union.

1.4 Under section 3.2 of the Regulations, the Deputy Registrar (Education and Students) and the Head of Accommodation Services are authorised to exercise summary disciplinary jurisdiction and to impose penalties for breaches of the community behaviour rules.

2 General Principles

2.1 Serious offences will not be dealt with under the community behaviour rules but will be referred immediately to the Vice Chancellor under the Regulations. A serious offence is one likely to attract an immediate custodial sentence if proved in a criminal court; or that is triable as a criminal offence only on indictment at the Crown Court, or that is otherwise considered to be serious by the Director of Student Services at his or her discretion, having taken advice from the University Secretary.

2.2 In implementing the community behaviour rules the University will not seek to impose a penalty where another appropriate body has already dealt with the misconduct. A student should not be doubly penalised.

3 Community Behaviour Rules

3.1 In addition to national legislation, students must comply with all local regulations and bye-laws as designated by the relevant local authority, including (but not exclusively) in relation to:

- Car and motorcycle parking
- Refuse and recycling
- Noise pollution

LOCAL RULES

3.2 Students must respect local residents and be considerate to the local community. Disciplinary action may be taken in the case of:

- Any violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language whether expressed orally or in writing, including electronically.
- Sexual, racial or any other form of harassment, including bullying.
- Excessive noise that causes a disturbance to other residents at any time of day or night.
- Any other behaviour that causes danger or distress.
- Any other misconduct (as defined by the Regulations) within the community.

4 Local Disciplinary Action

4.1 In implementing the community behaviour rules any complaints will be thoroughly investigated through the Accommodation Office and a record kept. Students will be given full details of the alleged complaint and will be required to attend a meeting with the Deputy Registrar (Education and Students) and the Head of Accommodation Services at which they will be entitled to be accompanied by a friend or representative. Students will be given the opportunity to make representations. Normally both the Deputy Registrar (Education and Students) and the Head of Accommodation Services will attend the meeting personally, but if one of them (but not both) is not available, he or she may act through a nominee.

4.2 Any student who does not wish to be dealt with under the summary disciplinary jurisdiction of the Deputy Registrar (Education and Students) or the Head of Accommodation Services may ask for his or her case to be referred to the Vice Chancellor under the Regulations.

4.3 The Deputy Registrar (Education and Students) and the Head of Accommodation Services may consider such written or oral evidence as they think fit. They will find the student guilty of misconduct if, on the balance of probabilities, they are satisfied of the student's guilt.

4.4 The Director of Student Services and the Accommodation Officer are authorised under the Regulations to impose a penalty for any breach of the community behaviour rules. Any student in breach of the community behaviour rules may incur one or more of the following penalties:

- A written reprimand;
- A caution, which means that no immediate punishment is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months (or some other specified period), he or she will then be dealt with for both offences:
- A fine not exceeding £100;
- The requirement to pay a reasonable sum by way of compensation for identified and quantified loss;
- The requirement to give and comply with a written undertaking as to future behaviour;
- The requirement to perform unpaid services for the University community to a maximum of 20 hours;
- Exclusion, for a specified period, from the use of a specified University service or facility (including specified residential facilities) to which the misconduct relates.

4.5 Financial penalties will be invoiced and collected and if necessary enforced in the same way as any other financial obligations of students to the University.

5 Appeals

A student on whom a penalty is imposed under the community behaviour rules may appeal against the outcome of the investigation or the imposition of a penalty. Appeals must be submitted in writing to the University Secretary within seven working days of notification of the outcome. Upon receipt of the appeal, the Secretary will arrange for it to be considered by a University Officer or a member of the academic staff who is also a member of Senate or a senior administrative officer not previously associated with the case. The person considering the appeal may reject the appeal and confirm the original penalty, uphold the appeal, or refer the case to a Council Committee established under the procedures set out in section 10 of the Regulations.

6 Review of the Community Behaviour Rules

The community behaviour rules will be regularly reviewed, normally at three-year intervals. Any review of the community behaviour rules will be conducted in consultation with the Students Union.

USEFUL CONTACTS

Bristol City Council

Recycling, rubbish and waste

See www.bristol.gov.uk/rubbish for more information about waste services, recycling sites, ordering extra containers, etc.

Tel 0117 922 2100

Noise Pollution

www.bristol.gov.uk/pollution

Tel 0117 922 3810

For help and advice about noise disturbance

Bristol Mediation

Provides community mediation and offers a free, confidential and impartial neighbour mediation service to all residents of Bristol.

Tel 0117 9415379

www.bristol-mediation.org/

Avon and Somerset Police

Information about crime reduction, community safety and your local neighbourhood watch.

www.avonandsomerset.police.co.uk

Tel 101 (non-emergencies)

Transport

www.citycarclub.co.uk - an alternative to car ownership

www.bristol.ac.uk/transportplan - information about bus, train, air and coach services, cycle and walking routes

www.bristolstreets.co.uk - journey planner

**Accommodation Office
The Hawthorns
Woodland Road
Clifton
Bristol
BS8 1UQ**

T: 0117 95 46640

F: 0117 33 10547

E: accom-office@bris.ac.uk

www.bris.ac.uk/accommodation/