

Lenton Drives & Neighbours Residents' Association

Members Meeting

8th February 2018

Attending:

Kate Lowenthal (Chair of Association) [KL]
Melany Pemberton (Chair of Meetings) [MP]
Virginia Rochester (Secretary) [VR]
Melanie Futer, Manager Off-Campus Affairs, UoN [MF]
Jamie Dickinson, Assistant Off-Campus Affairs, UoN
Tim Woodman-Clarke, Head of Student Accommodation Services, NTU [TWC]
Members of the Association

Apologies:

Des Storey, Senior Community Protection Officer

Acronyms:

ASB - Anti-social behaviour
CP - Community Protection
CPNW - Community Protection Notice Warning
CPN - Community Protection Notice
CPO - Community Protection Officer
FPN - Fixed Penalty Notice
HMO - House of Multiple Occupation
NAG - Nottingham Action Group
NTU - Nottingham Trent University
PSPO - Public Space Protection Order
SU - Students' Union
UoN - University of Nottingham

Item 1: Welcome

MP introduced VR, KL and herself in her role as chair of meeting. She also explained that she is Head Teacher at Edna G Olds Academy in Lenton, and was therefore representing local families in the school as well as herself as a local resident. She welcomed everyone to the meeting.

Item 2: UoN Community Campaign and Code of Discipline

MP introduced Melanie Futer, Manager Off-Campus Affairs, UoN. MF introduced a new assistant in Off-Campus Affairs, Jamie Dickinson who is covering Kirsty McKeown's maternity leave. Kirsty is due to return in February 2019.

MF outlined the meetings held with LDNRA committee members VR & KL, on campus, one with the new Vice-Chancellor of UoN, Shearer West, along with other community members and agency staff. Residents had requested a review of the code of discipline. MF explained that the code of discipline is a long document, and some students don't realise what they have signed up to. The UoN have produced an easy to read guide in a concise format of what the Code of Discipline covers in expected behaviours and sanctions. MF showed this guide, and said that all students are receiving the guide in hardcopy and electronically.

MF gave an update on the 'Hello Neighbour' campaign which aims to educate students about living in the community. They are showing the diverse community with 4 themes covering children, working people, students and older people, giving the message that communities are not just 'student areas'. This campaign was delivered at the end of last academic year (summer 2017) to UoN students via electronic media, messages when students left first year accommodation, social media, etc. Some residents have the 'Hello Neighbour' posters in their windows. This coming end of year (summer 2018), when students leave hall or other rented accommodation the UoN are in addition, producing a podcast that the students have to view. The podcast will feature the Vice-Chancellor, along with local residents, Community Protection Officers, and students giving the message about how to live in the community (whichever community, not just the Lenton area) with message of respect and responsibility. The new Vice-Chancellor is very keen that this podcast goes out to all first years.

There has been funding for Community Protection services, from the UoN for this academic year, allowing working hours for officers to extend to 3am on Wednesday, Friday & Saturday nights. The feedback from CPOs and from residents is that this is working really well. There will be a review of this initiative, looking at further funding for the next academic year, so it would be good to have impact statements from residents. CPOs have also assisted in a few student welfare cases, which benefits the students living in our community. 288 CPNWs have been issued so far this academic year to Christmas 2017 to UoN students, which is an expected increase in number, due to officers being more available. UoN students get a university warning if they receive a CPNW. If there is a breach of this warning, and they are issued with a CPN, the students concerned have to go to disciplinary meeting at university. There have been 20 CPNs issued so far (around 4 households) to UoN students in the academic year up to Christmas 2017, including one for waste management. Sanctions at a disciplinary meeting can include formal warnings, monetary fines, suspension or expulsion. It is rare to have a suspension or expulsion as this would go to a further UoN committee. Someone on the proposed podcast and information going to first year students will be mentioning the Code of Discipline Guide so that information is clear about what behaviour is expected and what sanctions will be. This is not about terrifying students but giving them a conscious decision about breaching code of discipline with awareness of the consequences.

MF mentioned the issues about taxis hooting late at night: the SU work with a taxi firm closely to provide safe taxi services to students - this firm is going to be reminded not to hoot at night.

The UoN are keen to have volunteer opportunities for students in the local area, to help community cohesion.

The UoN are producing a community newsletter termly with information about what is going on at the university.

TWC mentioned that he had statistics available to residents about what NTU have been doing to help issues in the local communities caused by NTU students.

Question from member: NTU fined their students for the seriously disruptive party on Harlaxton Drive which took place in Autumn 2017, where a wall collapsed. If the students concerned had been UoN students, would the UoN have fined their students on that occasion? MF responded that she does bring students in for a formal meeting when they receive a CPNW if it is serious. TWC stated that NTU bring students in for a meeting when they receive a CPNW, although it is unusual to take disciplinary action at that point. For the incident on Harlaxton Drive where a wall collapsed, the students had to pay for repair, received a fine and a formal warning (a formal warning would normally be for an academic year (NTU) or for their entire time at university (UoN)). If a student does receive a formal warning, and if they breach the code of discipline again, the previous incident is taken into account. A formal warning goes on a student's academic record.

Question from member: Would MF consider seeing students when they receive a CPNW? MF stated that with 288 CPNWs, only 20 have breached the warning and been issued with a CPN. The

UoN feels that the system is working with so few breaches from the very stern warning when CPNW are issued, the situation is being monitored if we find that we have a large amount of breaches then we would review the current practice.

Item 3: Processes and ways of working for Community Protection

Team

Des Storey, Senior Community Protection Officer for the area, had planned to be at the meeting to present this section, but had been called away to a crisis. MF presented this to the best of her knowledge:

- If CP get a complaint from a resident (for example about noise), and if it is appropriate, they will issue a CPNW to the household causing the issue. If calls come in later on the same night with similar complaints about the same household, CP can issue a CPN to the household. This can then escalate to an FPN and, if the ASB continues, the matter can then come before a magistrate (where the tenants causing the ASB would get a criminal record) and where a magistrate can issue a court order for a house closure, where no one except the landlord would be able to enter the property for 3 months, meaning the tenants could not live there.
- All university students get a 'double whammy': in addition to being warned/sanctioned by local Community Protection Officers, as any resident in Nottingham would be who caused issues in the community, both Nottingham universities also warn and sanction their students for any ASB in the community. Both universities are treating these issues very seriously.
- Joint partnership working - both universities are working closely with CP. There are Data Protection issues with the new legislation being introduced this year, but this should not affect things going forward in partnership working with CP. The HMO Team have also joined in the partnership working: when a student gets a CPNW, the landlord is made aware of the incident and reminded that it is part of their licensing agreement that their tenants do not create ASB.
- Waste management: there have been lots of meetings between UoN and Council Waste Management staff. There has been a better situation at the end of terms when students leave their houses for holidays. SU are giving out lots of information at end of terms in how to dispose of waste. Local residents and council staff have been going out at the end of terms to give messages about waste disposal, and there is a link to the bin day calendar on the UoN site. If a CPO notices that a house isn't doing well on waste management, they let the UoN Off-Campus Affairs office know, who give the students concerned lots of information. Tenants can be fined for poor waste management. Licensing conditions are being tightened to make sure that houses have adequate waste facilities. If waste is building up in the front yard or a property, let CP know.
- Calls to 101: Both Universities have lobbied the police about 101 responses in the call centre because it is a frustration to them that they are funding extra CPO hours if calls are then not getting passed on to CP. KL reminded people to fill in the incident report form on our web site to report bad experiences with 101 calls. The call centre is tasking particular officers who are on duty on a particular night with noise incidents. Calls raised with an incident number can also be picked up by officers using their hand held devices.
- Information about university events are passed to Police and CP. University staff are going out and are witnessing what is happening at night until late. You don't have to go through 101: if there is an issue you can contact the universities directly when households are becoming a problem.

Question from member: Why is a student a citizen of Nottingham? They don't pay council tax. MF stated that students are registered to vote locally and they are living here in the community.

Question from member: the real issue is the community imbalance - are students shifting from their desire to live in Lenton? MF: Purpose built student accommodation is focused at the premium end of the market. Purpose built student accommodation needs to be affordable to make it attractive.

This goes back to planning policy in the area: the planners need to talk to students about what sort of accommodation they actually want to live in.

Item 4: Feedback on recent meetings with partners and upcoming events including socials.

KL talked about the meeting which she and VR attended on behalf of the association in December 2017 at the UoN, meeting the new Vice-Chancellor, Shearer West. The UoN welcomes the new processes with CP. KL and VR raised at this meeting the issue that when CPOs are on duty, behaviour is better, but on other nights, noise and ASB issues continued. The Vice-Chancellor was open to looking at the data and the impact of the extra funding for CP and would look towards more funding if there was evidence that it is effective in the community. One idea may be to randomly alter nights when the CPs are on duty (rather than the regular pattern of Wed, Fri & Sat), or extend hours until 5am for example, but there are things to be ironed out with CP to do with shift patterns.

KL also discussed a recent NAG meeting at the end of January, chaired by local MP Lilian Greenwood, where all the agencies involved in student ASB, noise and waste problems were invited. Cllr Toby Neil was present in his role as Portfolio Holder for Community Services. He stated that purpose built student accommodation in the city is market led, and that as more purpose built student accommodation is developed, the older purpose built accommodation will become less expensive and more students will move in. KL encouraged people to comment on on planning applications in the area (even large ones like the Sandfield development).

KL gave feedback following the last members' association (9th November 2017) where Martin Poole, Area Planning Manager came to answer members' questions: the Planning Department are currently looking into several breaches of properties being used as HMOs without planning permission. Some landlords have been fined, and they are now on the radar which will mean they will be checked in the future.

Question from member: can't universities blacklist properties like this which don't have safety checks because they are not licensed? MF: Universities can educate students and advise them towards renting accredited housing but students are free to choose.

There was also HMO Licensing feedback from Aran Hennessy, Principal Environmental Health Officer, who had also answered members' questions at the meeting 9th November 2017: the council is involved in 12 tribunals with landlords to do with management of properties from issues to do with safety, waste management, putting too many students into a property or unlicensed properties. Any fines that result from these tribunals are going back into the HMO team.

Question from member: what is the association doing to redress community imbalance? KL discussed how the association are contributing to the local Community Plan, asking members to comment on planning applications, and challenging the Planning Department on their policies.

KL also drew members' attention to the Additional Licensing scheme which applies to smaller HMOs (where there are more than 2 households or unrelated people living together), and not just the standard HMO Licensing which is 3 storeys or 5 or more unrelated people. The Additional Licensing scheme is finishing at the end of 2018 and the Council are doing an impact assessment on the scheme and want our input. KL will email the link out with an explanation to members. The scheme has meant that a lot of houses in the area have come under the regulation of HMO licensing, not just the large properties. The government has to give permission to renew this scheme. Losing HMO registration and licensing for a large number of properties in the area would hinder the joint working between the Planning, HMO and CPO teams.

Future events in the community:

- Primary art workshops, sharing stories about Lenton and creating a piece of art at Thomas Helwys Baptist Church, 2 remain gin workshops on 10th & 17th Feb, 14:30-16:30.
- Starting Monday 12th February: weekly class in learning English at Thomas Helwys Baptist Church, 1-3pm.
- Community event taking place at Dunkirk and Old Lenton Community Centre - 7th March 3:30-5:30pm.
- In May/June time a repeat of the Party in the Park event on Lenton Recreation Ground, bringing the community together. Help organising this would be gratefully received. Also help with doing another street party in the autumn.
- Some members who find it difficult to get to meetings have asked for a regular social event: KL is going to arrange this on 1st Friday of every month at the Sir John Borlase Warren pub. We let people know about time and date on the Facebook group and by email.
- There is to be a Ward Walk with local councillors, looking particularly at Lenton Drives 14th Feb at 9:30am.

Item 5: Feedback from members about issues in the area and AOB

None recorded.