

# **Lenton Drives & Neighbours Residents' Association Members Meeting 10th October 2019**

## **Attending:**

Nichola Betteridge, LDNRA Committee

Jamie Dickinson, Manager, Off-Campus Student Affairs, UoN [**JD**]

Chris Finnis, LDNRA Committee

Aran Hennessy, Principal Environmental Health Officer, NCC [**AH**]

Cllr Pavlos Kotsonis, Lenton & Wollaton East Ward [**PK**]

Alan Lemon, LDNRA Committee

Kate Loewenthal, LDNRA Committee [**KL**]

Tom Lynk, Senior Community Protection Officer [**TL**]

Gusharan Nijran - Neighbourhood Development Officer for Radford ward, NCC

Melany Pemberton, LDNRA Committee [**MP**]

Virginia Rochester, LDNRA Committee

Members of the Association

## **Apologies:**

Mike Cole, Student Development Officer, NCC

Ellie Cosh, Student Community Liaison Manager, NTU

Fi Cusack, Neighbourhood Development Officer for Lenton & Wollaton East ward, NCC

Cllr Sally Longford, Lenton & Wollaton East Ward

Cllr Angharad Roberts, Castle Ward

Cllr David Trimble, Lenton & Wollaton East Ward

Several members of the Association

## **Acronyms and Glossary:**

ASB - Anti-social behaviour

C3/C4 - denotes the type of use a property has planning permission for. C3 refers to 'family housing'; C4 is HMOs.

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

NCC - Nottingham City Council

NTU - Nottingham Trent University

PCSO - Police Community Support Officer

PSPO - Public Space Protection Order

Section 46 - process if bins are left on the street outside permitted times for waste collection.

SU - Students' Union

UoN - University of Nottingham

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## **Item 1: Welcome**

KL welcomed everyone to the meeting and introduced people in the room.

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## **Item 2: Feedback from Community Protection**

TL gave the statistics for the Lenton Drives and Lenton Triangle (Lenton Sands) area as far as Lenton Recreation Ground and Johnson Rd for their operations recently. Since the start of universities' academic year 2019, 248 CPNs have been issued (47 households), 6 CPNs have been issued to 1 household, and 6 FPNs to 1 household. Following feedback from residents about the process last year, they have started the process of issuing Section 46 notices. 372 section S46 have been issued to 66 households with information packs about the bins. Tenants then have 4 weeks before a CPN process starts if they have not sorted out waste issues. It is the early stages of this process and will take a while to see the fruits, but the CP team are working hard to get it done earlier in the academic year. There have been 225 alcohol confiscations on the Derby Rd corridor. CP patrols started earlier this year, in the first couple of weeks of September due to HMO tenancies now being for 52 weeks of the year and some notices were issued before term started. The CP team are also doing alcohol confiscations at tram stops, supported by

the tram operators. They are doing patrols accompanied by university staff. TL will be talking to heads of UoN sports societies about not having initiations or large events in houses, but having them in licensed venues. There shortly will be a Student Week of Action - a council effort on tackling student issues. The CP team hand delivered letters about issues with noise and ASB across the city which work as a first warning. It is the second year of the universities funding late night patrols. The CP team had staff starting at 4am this morning to catch people coming home from clubs from a welfare and noise point of view. Violent crime has gone down while patrols are taking place.

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## **Questions to Community Protection from residents**

Question from a resident: Can a leaflet be given to students about which bins go out and when as bins are on streets a lot and the wrong bins are put out? TL: Section 46 packs have this information in. Over the summer, many bins were pulled in by CP staff.

Comment from resident: There should be more enforcement as students have the information and tweets from university but some don't care.

Question from a resident: Why aren't section 46's issued to landlords or agents when students vacate properties? There are massive problems with rodents, why isn't there on the spot fines for bins issues like dropping litter? TL: the CP team have to follow the process mandated by national government.

Comment from resident: The government process needs to change, this issue is affecting a local children's nursery. TL: the Section 46 process, although it takes a while, does work: over a hundred students were fined last year through S46 process.

Question from a resident: When reporting a noise or ASB incident online with the council: what response should happen? TL: officers should respond to the person who reported the incident.

Question from a resident: Has there been a change in 101 call centre services? TL: communications have happened at a senior level within the police about the responses to residents calling 101, particularly where there was rudeness, and a refusal to record incidents. Call handlers on the 101 service should always give an incident number even if the police can't respond at the time. CP team pick up incidents the next day if they are not on duty at the time of the incident. Police have a statutory response to deal with noise, so should record incidents.

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## **Item 3: Feedback from HMO Licensing**

Aran Hennessy introduced himself. There hadn't been a lot of changes in HMO licensing legislation recently. The HMO Licensing Team is however working more closely with CP when they are notified of a CPNW or CPN being served at an HMO property. When a house is complained about twice, an HMO Licensing enforcement officer is told, and they

will contact the licence holder to hold them to account for tenants' behaviour at that property.

There is a new HMO licence condition relating to waste that has come into the licensing regulations from 2019 onwards: landlords have to give waste disposal information to tenants when they move into a property. However under the old licensing scheme this was not in the rules. As HMO licenses expire and are renewed, this new rule comes in on the property concerned. HMO Licensing are very strict now on the planning side of things. Where they are aware of unlicensed HMOs, the landlord is told to apply for a license. They are given the HMO license for a year (for the full fee). The landlord needs to get the planning permission in that 12 month period. If the landlord doesn't get permission or don't apply for planning permission, the license expires. This applies to the Sandfield Walk development. This process is infrequent and tends to be with the landlords who are new to the city and are not aware of the regulations.

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## **Questions to HMO Licensing from residents**

Question from a resident: Do people go out and investigate if properties are being used as unlicensed HMOs? AH: this is generally not a good use of staff resource. There are incentives for tenants to report their landlord - they can apply to have a refund on their rent if the landlord is found out. HMO Licensing take referrals direct from citizens for suspected unlicensed HMOs. Also when they get information from CP on CPNs issued they check if the property concerned is a licensed HMO.

Question from a resident: Are the Planning Department blocking applications from C3 to C4 use? Is there anything as residents we can do to help? If someone runs an HMO for 4 years without planning they get a certificate of lawfulness. Is anyone keeping track of these? PK: please pass concerns about properties being used as unlicensed HMOs on to him.

Question from a resident: After 3 years of having this residents' association there are still bags of rubbish and litter everywhere. Can it be taken to national government that S46 process doesn't work in areas of high saturation of HMOs. (this is the case in other university cities too).

Question from a resident: Can a license condition be sound proofing for HMOs that are terraced or semi-detached on the party walls. AH: This is unlikely, not likely to be passed at a tribunal and doesn't deal with the problem of noise coming from the street.

Question from a resident: Sandfield Walk development: have any HMO licenses been applied for? AH: No applications so far for planning use change.

Question from a resident: a house on Harlaxton Drive that has been vacant for years is now up for auction - can this become an HMO? AH: No - see process above that they go through if there is a change of use for C3 to C4

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## Item 4: Feedback from University of Nottingham

Jamie Dickinson introduced himself as Manager for Off Campus Student Affairs, taking over from Melanie Futer who retired last term. He did not have the exact numbers on the warnings that had been given to students as the database was being updated and they had to wait until student registration had finished to get all student addresses. There had been 5 CPNs issued and then breached, followed by 5 FPNs, and action has been taken by the university (1 of the 6 that TL mentioned before had been a NTU student). The UoN worked closely with the CP team, and any action taken by the CP team was followed up by UoN where UoN students were involved. Residents are welcome to contact the UoN directly and can email [offcampus@nottingham.ac.uk](mailto:offcampus@nottingham.ac.uk)

Operation Corridor (late night patrols by CP team) is partly funded by UoN, and patrols started before the academic term commenced. The CP team have started trialing 4am starts to patrols. The UoN Deputy Vice-Chancellor and Chief Executive of the Students Union were out on patrol with the CP team observing student behaviour 8-10pm the previous evening. JD was waiting to get feedback from them but there is a conscious effort from the UoN that significant people in the organisation are witnessing what is happening on the streets. They realise they have a responsibility to educate students before they move into the community. Some of the initiatives to do this are:

- When students re-register with the university, there is a link to a community awareness video developed with a private communications company who make videos for this age group.
- The UoN send out a 'welcome to the community' email to all students living off campus, with a variety of content including good neighbourly behaviour and links to their website with information on bins, notable dates, voter registration, etc.
- This information is also included on the UoN student app which 85% of students use. A feature tile dedicated to living in the community is present for a time.
- General awareness raising through digital screens on campus and campaigns about living in a mixed community. Posters are available for residents to take and put in windows linking to the campaign.
- TL is going to address SU sports leaders' workshops, discussing inappropriateness of large initiations or gatherings in the community.
- The student week of action is coming up, where staff will be delivering a 'Welcome back to Nottingham' community guide developed with the SU; students will also be emailed this guide.
- Sensitive address visits: where properties have a history of misbehaviour, they are visited and tenants informed of the issues - this initiative is assisted by CP and Safer Housing team.

- The Lenton Triangle (Lenton Sands) area had the 3rd worst contamination rate for recycling bins in the city. A sticker was stuck on each recycling bin in the area about not putting plastic bags in the recycling bins, as well as what can go in the bin. Following feedback from residents, this campaign will be expanded onto the Drives area, with student ambassadors engaging with residents, putting stickers on bins and giving out information. They are also revisiting the Triangle area to door knock and give out info and re-sticker bins where needed.
- ASB workshops: a joint project with NTU, delivering 6 workshops this academic year where both universities will elect students to attend, judging who should go at the time. The workshops are delivered independently by Victim Care with input from CP

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## **Item 5: Feedback from Nottingham Trent University**

Ellie Cosh from NTU was not able to be at the meeting due to illness but has promised an update when she returns to work.

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## **Questions to UoN from residents**

Question from a resident: On the ASB workshops can residents be there as representatives of what it is like living in the community? JD: in the workshop there are videos showing representatives from the community. Victim Care are the experts in running these workshops.

Question from a resident: Can there be more workshops, perhaps delivering the course to students who have been issued a CPNW? JD: There are challenges to making that happen, the universities are taking things step by step.

Question from a resident: Can the UoN give data about the number of students living at properties to HMO Licensing Team which would help the HMO Licensing Team identify properties that were being used as an HMO that didn't have a license and that had more than the licensed number of tenants.

Question from a resident: Is there a method to see how many students read the 'welcome to the community' emails? JD: about 40% of the emails are opened (which is above industry standard).

Question from a resident: As well as stickers about not putting plastic bags in recycling, could there be bin stickers to say when the bins need to go out and be taken in etc? JD: We don't want to over sticker. There is a robust process with Tom's team through the S46. This campaign will start earlier this academic year.

Question from a resident: What about the piles of bin bags left in yards for weeks attracting rodents? AH: email this information to HMO Licensing for them to take enforcement action.

Question from a resident: What sanctions are the university giving out? JD: he can only deliver sanctions up to when a student gets an FPN, in a monetary fine up to £250, but he can also direct students to go on an ASB workshop. If students breach an FPN, it goes to the UoN Senate Committee for discipline. Comment from a resident: the chance of students being caught 3 times and by uniformed officers is rare, however the occurrences of noise and ASB are much more often than this. JD: Disciplinary sanctions appear on students's uni record and can affect their reference.

Comment from a resident: Nothing is changing despite all the work of the residents' association. TL: year on year things are incrementally improving, based on the evidence of previous years.

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## **Item 6: Chair's Update**

KL: it would be good to ask Lilian Greenwood (MP for Nottingham South) to come to one of our meetings to ask what can be done from a national government point of view.

Thanks to everyone who helped on Community Funday. It was a successful day, with an estimate of over 800 people from the community there. It was organised for when the students moved into the community to show them the diverse people living in the area.

JD: Thanks go to Kate for all her hard work organising the Community Funday.

About 2,000 new leaflets about the LDNRA have been printed for us by MS Estates letting agents who are community minded. There is the opportunity for residents to deliver these to the houses around them to welcome students to the area - and to discuss issues affecting the community.

Do pick up a UoN poster to put in your window.

Over the 3 years we have been running we have noticed a reduction in the large scale house parties, reduction in street noise. Small actions are all working towards tackling the problems.

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## **AOB**

Curry in the Park at Radford Recreation Ground 12-3pm Sat 12th Oct.