

Dear Student

Welcome. We hope you have had a pleasant summer break and are looking forward to the new academic year.

If we have not met before, my name is Dr Wayne Campbell and I am the Academic Registrar at the University of York. In my role I am responsible for all of the touchpoints on your student journey at York, from the point of registration to graduation and beyond.

Whether you are continuing your studies with us or joining us for the first time, you will be aware of the close ties that the University has with the local community. It is crucial for everyone to understand the importance of being a good neighbour, whether you are in private rented accommodation or are living on campus.

Wherever you are living this year, you should remember that you have a responsibility to the community in which you live. Most students do so harmoniously with their neighbours, without any dispute. But excessive noise at un-neighbourly times, and failing to deal appropriately with waste bins, recycling and parking, have all caused problems that result in complaints from local residents. You should be aware that many residents locally have experienced a number of issues in the past.

We take complaints very seriously and repeat offenders may find themselves facing disciplinary action under the University's Regulation 7. Actions taken as a result of disciplinary offences can include issuing a fine, suspension and exclusion.

We have provided some general advice below.

Be a good neighbour and avoid problems

- Introduce yourself to your neighbours.
- Avoid excessive noise. Show consideration for your neighbours at all times. Early risers are likely to be going to bed early, night shift workers will want quiet during the day and families with small children will not want noise late at night.
- Keep windows and doors closed to reduce the amount of noise that carries.
- If you go to a nightclub remember to keep your voice down on the way home and while getting in and out of taxis and buses.
- If you live in a shared house, put your rubbish or recycling out by the kerb on the correct day. Refuse collectors will not come onto the property to get bins. Ask your neighbours or check the [City of York Council website](#) for more information. Separate recycling into three different containers: one for glass; one for paper and cardboard; and one for plastic bottles, tins and cans.
- Do not overload your bin or leave extra bags out. Refuse collectors will not take extra rubbish. There should be enough space in your landfill (grey) bin if you recycle properly.
- If you miss your collection day or have extra rubbish and recycling, take it to [Hazel Court](#).
- Always park cars considerately and legally. Problems with inconsiderate parking in the neighbouring area of Osbaldwick resulted in a number of complaints last year. Please think before you park and consider the feelings of members of the local community.

You can find more [advice on getting along with your neighbours on the University website](#). This includes information on what to do if your neighbours are causing you problems. Our [Student Support advisers](#) can help with a wide range of housing issues.

We wish you all the best for the year ahead.