

Being a good neighbour email to students

A very warm welcome to the new academic year!

I hope you have had a pleasant summer break and are looking forward to the new academic year. In my role as the Chief Academic Services Officer, I am responsible for our student and academic services at the University, which support your journey at York.

You may have been introduced to our [‘Together York’ ethos](#) at the start of your studies, a part of which is about being a community of respect and treating others as we would like to be treated ourselves.

Whether you are continuing your studies or just joining us, you will be aware of the close ties between the University and our local community, many of whom live right next to our campus. It is very important that we all understand the importance of being a good neighbour to our local community, whether you are in private accommodation or are living on campus.

We all have a responsibility to the community in which we live and most students live harmoniously with their neighbours without any dispute. However, excessive noise at un-neighbourly times and failing to deal appropriately with waste bins, recycling and parking have caused unfair problems for local residents in the past, resulting in complaints.

It’s important to be aware that we take any complaints very seriously and students who repeatedly cause issues for their neighbours may find themselves facing disciplinary action. Actions taken as a result of disciplinary offences can include issuing a fine, suspension and exclusion.

Being a good neighbour has many benefits and we know that lots of students enjoy actively participating in their local neighbourhood communities. Some ways you can be a good neighbour and show consideration include:

- Taking a moment to introduce yourself to your neighbours when you move in.
- Avoiding excessive noise. 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’re returning home late on a night, 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 on collections. Separate recycling into three different containers: one for glass; one for paper and cardboard; and one for plastic bottles, tins and cans.
- Don’t 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 well.

- 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 our website, including what to do if your neighbours are causing you problems. You can also contact our [Student Hub](#) for help with housing issues.

We wish you all the best for the year ahead.

Vikki Goddard Chief Academic Services Officer