



UNIVERSITY OF
LEICESTER

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Good Neighbours

Living together in
the community

September 2023



Information for students



Information for students

Whether you're living in University accommodation or not, having your own place offers greater freedom and independence, but it also comes with extra responsibility.

Leicester is a great city to live in, but it's important to remember that it's not just students living here. The area has residents living different lifestyles, all within close proximity, all of whom deserve to be treated with dignity and respect. By following the tips below, we hope you will settle into life in your neighbourhood and have a great time.

Say hello

Introduce yourself to your neighbours when you first move in.

Get to know the people living around you so you will feel safe and involved in your area.

Keep the noise down

If playing music, please remember that your neighbours include professionals, young families and the elderly so be considerate.

If you're planning a party, let your neighbours know in advance – or even invite them to come.

Keep the noise down by remembering to:

- Close your windows and doors.
- Move your sound system away from the wall.
- Be respectful between 11pm and 8am.
- Ask your guests to consider your neighbours when leaving – say your goodbyes inside, not outside.

When you're in your home, on your way out, or returning late at night, your neighbours don't want to be woken up by shouting, slamming doors or loud noise.

Be considerate; your neighbours have the right to peaceful enjoyment of their home.

Be considerate when parking

If you have a car, be thoughtful about where you park it. Don't block other people's driveways or park in their spaces, and remember to ask your visitors to do the same.

Sort your rubbish out

Make sure you remember to put your bins out on the right day.

Do it early so that you don't miss the collection and make sure you bring your

bins back in as soon as your rubbish has been collected. If you fail to bring your bin in, you could be fined.

You can find out which day your rubbish will be collected by entering your address on Biffa's website: biffaleicester.co.uk/services/household-waste-collection/

If your home has a garden you are also responsible for keeping it tidy and clear of rubbish. If you have any unwanted furniture, call the council and arrange for them to pick it up. Don't just leave it outside.

If you're missing a bin, speak to your landlord immediately. Don't leave your rubbish bags on the street as they could become a health hazard.



Look after your stuff

Take care of yourself and your possessions. We recommend that you insure your possessions against damage or theft, and consider the following safety advice:

- If your home has an alarm, use it.
- Lock your doors and windows, even if someone is in.
- Keep your laptop, car keys, phone and other valuables out of sight.
- Register your property on: **www.immobilise.com**
- If your home is going to be empty, use a timer switch or leave a light or radio on and draw the curtains to give the impression that someone is in.
- Don't be an easy target. Burglars will look out for obvious signs of a student house.

Look after yourself

Don't take risks with your personal safety. Be aware of your surroundings and stay alert.

- Walk in groups using well-lit streets at night or use a taxi if you're travelling alone (always use licensed taxis).
 - Use a D-lock to secure your bike. These can be bought for £12 from **shop.le.ac.uk** and collected from the ECS Service Office (near the back of the Library) on campus.
- Download our safety app, SafeZone **<https://safezoneapp.com>**, which allows you to alert University Security via your mobile phone if you ever need urgent assistance or first aid, or if you have an emergency while on campus or nearby. SafeZone is free and easy to download and can be found in your app store.
 - If you feel unsafe, contact somebody. Whether it's a friend, family member, or University Security, they can give guidance or support if you feel uneasy or unsafe at any point on your journey.
 - In an emergency situation always call 999.

Represent your university

As a student at Leicester you represent not only your peers but the wider University community. You are expected to be an ambassador for the University by thinking of those around you and ensuring your behaviour is reflective of our values.

Be responsible

If a neighbour complains to you about the noise you are making, or something else, be sympathetic to their concerns and take all reasonable steps to address the problem. If you receive a disruption complaint from the council or the University, don't ignore it – you could end up with a criminal record.

Difficult neighbours?

Although rare, disputes between neighbours can happen. If you feel like you are being harassed by one of your neighbours, try not to retaliate as this can make the situation worse. Instead contact the University or the council.

General safety contacts

Here are some useful contact details for the University, Leicester City Council and the emergency services to help you solve any problems you might face:

University Security non-emergencies:
0116 252 2023

University Security emergencies:
0116 252 2888

Police non-emergencies: 101

NHS non-emergencies: 111

Emergency services: 999

Noise incidents (council): 0116 454 1001

Noise incidents out-of-hours emergencies (council) (6pm – 8am):
0116 254 4344

Rubbish collection complaints (council): 0116 454 1002





Information for residents

Most of our students living in residential areas across the city have good relationships with their neighbours and community.

We encourage our students to get to know you and be considerate. However, if difficulties occur, we can assist.

Here to help

We take the concerns of our neighbours seriously. Every concern raised is looked into and responded to, and we will work closely with our students and public bodies to find a resolution. We are here to help you and we are here to support our students to contribute positively to the community.

Who to contact

If you would like to contact the University of Leicester to raise a matter, we can be reached in the following ways:

General enquiries: community@le.ac.uk

University Security non-emergencies:
0116 252 2023

University Security emergencies:
0116 252 2888

We also have a dedicated webpage to support local residents and provide useful links should you have concerns about the conduct of others in the community. For more information please visit: <https://le.ac.uk/engagement/report-an-incident>

Our doors are open

We also offer a range of services and facilities that are available to the wider community, not just our students.

Whether you fancy a bite to eat or take a stroll around our campus, our doors are open.

You could also pay a visit to one of the following:

- Botanic Garden
- Attenborough Arts Centre
- Library
- Two sports centres (one in Oadby and one on main campus)
- Cafes and coffee shops on campus, including our new Freeman's Kitchen and Bar.

- Stay with us at Collage Court Hotel, a great place for visiting friends and families to stay. Email conferences@le.ac.uk with code **'goodneighbour2023'** for a 10% discount on published rates.

Engaging with us

Our students and staff work hard to give back to the community of Leicester and beyond. We encourage volunteering on community projects across the region and are always excited about finding new ways to engage with our neighbours.

If you have an event you would like to tell our students and staff about, a volunteering opportunity you would like to promote, or ideas of other ways you would like to work with the University, please contact us now via [**community@le.ac.uk**](mailto:community@le.ac.uk)





FOOD AND DRINK ON CAMPUS BRINGS A COMMUNITY TOGETHER!

Have a FREE drink on us!

Terms and Conditions:

- Exclusions apply. This voucher is valid for a hot drink to the value of £2.20.
- Voucher only valid in the following outlets at the University of Leicester: **Delicious, Library Cafe and Queens.**
- To find these outlets visit: www.yourlsp.com/outlets
- Subject to availability.
- One voucher per person.
- Valid for a single transaction only.
- Not valid with any other offer or discount.
- This voucher is not redeemable for cash and cannot be exchanged for cash in part or full.
- No credit or change will be given on the unused portion of this voucher.
- No replacement for lost, damaged, duplicated or stolen voucher.
- Leicester Services Partnership reserves the right to amend these terms and conditions without prior notice.
- This voucher must be handed over to a member of LSP staff at till point at time of transaction.
- Valid until 30th November 2023.



HAVE A LOOK AT OUR OUTLETS WE HAVE ON CAMPUS.



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