



Example

Student Noise Protocol for private rented accommodation in a university city

Noise complaints

The council is responsible for dealing with complaints of noise nuisance. This function is discharged through the Environmental Protection Team within the Environmental Services Directorate.

Noise prevention

The Environmental Protection team will provide advice and guidance to students proactively during organised events held at the universities:

- Provide handouts to the university to be distributed at their Annual Housing Forum and/or Powerpoint slides to be incorporated into the university's presentation given at this Seminar explaining how noise issues will be dealt with in the private sector.
- Attend student briefings organised by the university for their new students to be housed in the private sector in accommodation rented by the University.
- Set up a stall and display at the University Fresher's Fair and provide handouts to students explaining how noise issues are dealt with.
- Encourage the university and students union to publish advice and guidance on noise on social media, websites and in newsletters

Students and noise

The Team has a well established procedure for dealing with domestic noise complaints where allegations have been made that student residents are responsible for the noise nuisance. The statutory powers available to the council are contained in the Environmental protection Act 1990.

To assist with the management and resolution of these complaints the council wishes to set out clearly what it will do when complaints are received alleging noise nuisance is arising from student accommodation in the private rented sector.

The council also wishes to assist students living in the wider community who may be affected by noise.

The Environmental Protection Team will inform the university Community Liaison Co-ordinator (who works in partnership with the Council) of any student related complaints received.

Where complaints are received a twin track approach will be followed by the council and the university:

The council Environmental Protection Team will:

- Establish the names of the occupiers of the student accommodation about which the complaint has been made.
- Send a letter to all of the named occupiers identified explaining the legal provisions concerning noise nuisance.
- Further guidance will be provided to those students seeking advice and explanation following receipt of these letters.
- Seek confirmation that students identified are studying at the university with the Community Liaison Co-ordinator.
- Notify the Community Liaison Co-ordinator where complaints are received and in cases where evidence of noise nuisance is proved.
- Pursue its' normal investigation procedures where further complaints are received.
- Provide advice and guidance to students who may be affected by noise and explain how it can assist in resolving such complaints.

The Community Liaison Co-ordinator on behalf of the University will:

- Write to students confirmed as residents of premises about which a complaint of noise nuisance has been referred. The letters will remind the students of their duties and responsibilities (both statutory and to the university).
- Refer to the Head of Student Services for disciplinary matters where it is considered appropriate to do so.
- Provide advice and guidance or refer to the relevant person, students who are experiencing noise problems and encourage them to contact the Environmental Protection Team
- Refer complaints about students confirmed as residents of the premises to the Accommodation Service who deal with these or refer them on to the relevant person at the university.