

2024/2025: Off Campus Management Plan

Sent on behalf of the Manchester Student Partnership; Incorporating Manchester Student Homes on behalf of The University of Manchester, Manchester Metropolitan University, Manchester City Council and Greater Manchester Police.

The Manchester Student Partnership are committed to supporting all residents' on key off campus issues. Below is a summary of activity that each of the partners is undertaking to proactively and reactively respond to issues in off campus communities.

Noise & Anti-Social Behaviour

How to Report Noise

Manchester City Council's Licensing and Out of Hours Team operate throughout the night, 7 days a week. All new cases need to be logged online, which you can do via the below link:

[Noise problems | Tackle a noise problem | Manchester City Council](#)

An officer will then make contact with you. Should you have an open case or wish to report ongoing noise nuisance at weekends, or at night between 6pm and 9am please contact 0161 234 1220. This is a city-wide service, however for incidents involving students the information is shared with the police and Manchester Student Homes and together appropriate actions are taken.

The team will endeavour to attend incidents if noise is ongoing and having a significant impact. All noise monitoring will be undertaken from the street or if you feel comfortable from inside your home.

Please be assured that Manchester Student Homes will be informed of any student related incidents. Please do not report these directly to Manchester Student Homes. It is really important that the Council are made aware of noise related incidents as they are occurring, in order that they can endeavour to respond quickly. Reporting each noise incident also supports this council team with the allocation of appropriate resources

If any resident is made aware of a party being planned or a gathering due to take place, please contact the Off Campus Student Affairs Officer at Manchester Student Homes or Manchester City Council, and we will strive to coordinate an approach for intervention before the party / gathering begins. After 5pm please contact the Out of Hours team on **0161 234 5004**. This has previously proven to be successful in preventing incidents occurring / escalating.

Community Night Time Support Patrols

The Universities are continuing to fund the Community Night time Support Patrols. The patrols will run every Wednesday, Friday and Saturday night between 10pm - 6am, during term time only. Patrol frequency is also increased at peak times throughout the academic year. Patrol officers are equipped with branded jackets, and body cameras. The patrol officers will engage students, giving advice and guidance when they come across student noise issues. Officers are instructed to escalate incidents to LOOHT / GMP if necessary. They provide reports on all engagements to both Manchester Student Homes and the council.

How to Report Anti-Social Behaviour

Please see as below a link for how to report Anti-Social Behaviour to Manchester City Council.

[Report antisocial behaviour | Instructions \(manchester.gov.uk\)](#)

Examples of Anti-Social Behaviour which can be reported could include:



- Hate crimes/hate incidents | - Use or threatened use of violence | - Harassment
- Repeated abusive language or behaviour | - Damage to property

Please feel free to provide the Off Campus Student Affairs Officer at Manchester Student Homes with any details of complaints so they can cross reference and check if a property is accredited with Manchester Student Homes. If accredited, we can then work with the landlord to ensure appropriate messages are disseminated to student tenants. Manchester City Council will make contact with all landlords following a complaint.

Following any complaints linked to students or specific student addresses, please be assured that the partnership will work together to devise an action plan to follow up and engage with the individual(s) in a timely manner. In the first instance, we will visit the property to engage with the tenants, and where appropriate take the necessary follow up action. Where there is evidence of persistent or extreme incidents, enforcement action will be taken, and the students will be referred to their place of study for disciplinary proceedings. For more information about how our partnership works: [Student Safety - Making Manchester Safer](#)

Top 12 Streets

As with previous years, the partnership monitors and evaluates noise issues across Manchester that involves students. This helps us to deliver specific and targeted pieces of work known as 'The Top 12 Streets'. These streets also form part of the route taken by the Community Night Time Support Patrol service. This area of work is intelligence-led and where necessary reactive and proactive work will take place on streets / areas to engage residents where it is required.

Greater Manchester Police

GMP are having a presence at upcoming Welcome Fairs on campus, giving personal and property safety advice to students. Increased patrols will be taking place in key areas during the initial student return period. GMP neighbourhood teams are prepared to respond to incidents as appropriate when they are reported.

Any concerns from members of the community in relation to safety should be reported through to Greater Manchester Police via the various reporting mechanisms on their website which can be found here:

<https://www.gmp.police.uk/ro/report/> | In an emergency always call 999.

Waste and Recycling

Neighbourhood Officers and Compliance Officers from Manchester City Council will be working with students and landlords to ensure that student households have information about managing their waste and recycling correctly and have been provided with sufficient bins. At the beginning of the academic year officers from the council and Manchester Student Homes will be door knocking on properties on around 80 streets identified by the council, to engage students around managing their waste. These 80 streets are from across Withington, Old Moat, Fallowfield, Burnage, Ardwick, Rusholme and Moss Side.

Manchester Student Homes will be supporting student households where there are issues to help address any problems and will escalate interventions / actions for any serious or persistent issues.

Issues around waste and recycling (including fly tipping and litter) can be reported to Manchester City Council directly via the below link.

[Litter and fly-tipping | Manchester City Council](#)



If you do not have access to the internet, please phone Manchester City Council's Environmental Helpline on 0161 234 5004.

If you are concerned about any serious or persistent waste management issues at a student address, please let Manchester Student Homes know. We will engage with the tenants, and where necessary students will be referred to their place of study for disciplinary proceedings.

Housing

Manchester Student Homes strives to support students facing housing concerns off campus, such as repair issues, landlord disputes, bills and deposit advice and contract checks. Our services are free to students attending one of our partner institutions. If you are aware of any students facing issues, please pass on Manchester Student Homes's contact details.

Please note that our partnership meets weekly to review incidents/ matters and agree our responses to off campus management and communications in line with emerging issues. You have our full commitment that we are doing all we can to respond in a timely and effective manner to any concerns raised

If you would like to discuss any of the above details with Manchester Student Homes and/ or invite one of the team to community meetings, please do not hesitate to get in touch.

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