

2026/27: Off Campus Management Plan

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

The Manchester Student Strategy 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 and Anti-Social Behaviour

How to Report Excessive Noise

Manchester City Council's Licensing and Out of Hours Team (LOOHT) operate from 8am through until 4.30am, 7 days a week, including bank holidays.

- Report noise issues occurring after 8pm to LOOHT by phone on **0161 234 5004** (ideally whilst the noise is occurring). Officers from the LOOHT will strive to attend incidents if noise is ongoing and having a significant impact on you within your home. Access to your property may be required to carry out a noise assessment. (Please note that this phone number can occasionally go to an automated message, please hold on until a case officer or contact centre call handler answers.)
- Before 8pm or to report historical noise issues please report online: [Manchester City Council | Tackle a noise problem](#)

Please be assured that Manchester Student Homes (MSH) will be informed of any student related incidents. Please do not report these directly to Manchester Student Homes. It is 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 (MCC) with the details, and we will strive to visit 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.

Where there are serious or persistent noise issues at a student address, and there is evidence available of the disturbance(s), the household will be referred to their place of study for disciplinary proceedings.

Community Night-time Support Patrols

The Universities continue to fund the Community Night-time Support Patrols. The patrols will run 10pm-6am every Wednesday, Friday and Saturday during term time. There will be extra patrols at peak times such as Welcome Week. Patrol officers wear branded jackets and have a branded vehicle. When they come across a student noise issue, they will give advice and guidance and escalate incidents to the LOOHT and Greater Manchester Police (GMP) if necessary. All engagements are reported to Manchester Student Homes and the LOOHT.



How to Report Anti-Social Behaviour

Please report Anti-Social Behaviour to Manchester City Council: [Report antisocial behaviour](#)

Examples of Anti-Social Behaviour which can be reported 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.

Greater Manchester Police (GMP)

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. GMP will also be going door to door in specific areas where there has been concerns about property crime to give target hardening advice to residents. 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

At the beginning of the academic year neighbourhood officers and compliance officers from MCC 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. In addition, officers from the council will be door knocking on properties on approximately 70 streets identified by the council, to engage students around managing their waste.

If you come across waste issues, please report this issue directly to MCC using the '[untidy private land](#)' form on the MCC website. The issue will be picked up by MCC's Neighbourhood Compliance team for investigation, and where there is evidence of an issue, enforcement action will be taken. MSH is working in partnership with various teams within MCC around waste and recycling, and where necessary the household will be referred to their place of study for disciplinary proceedings. Reporting the issue to MCC means that it is captured as part of their monitoring data and helps the council allocate resources appropriately, please do not report issues via emails to individual officers.



Manchester Student Homes

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.

Community engagement

Beginning in September and continuing throughout the academic year Manchester Student Homes will be delivering planned engagement events and activities. These include utilising our team of 10+ Student Neighbourhood Ambassadors. Beginning in September they will go door to door in selected areas, engaging students and long-term residents delivering key messages around community cohesion and signposting to our housing support services if necessary. Door knocking will then continue throughout the year, each week delivering timely key messages around personal safety, property safety, community cohesion and move out. In addition, MSH will be delivering several community events in key locations that strive to bring students and long-term residents together.

Personal attack alarms and window shock alarms are also available for students to collect from our office within the University of Manchester's Students' Union building.

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.

David Barrington
Off Campus Student Affairs Officer
Manchester Student Homes
07747 006 843
david.barrington@manchester.ac.uk

Deborah Houghton
Student Neighbourhood Coordinator
Manchester Student Homes
07766 363 513
deborah.houghton@manchester.ac.uk

