

# **Welcome to** **Living Out,** **in Durham**



**2021/22**



## **Sheraton Park Residents Association (SPRA), as part of Durham University Residents Forum, would like to take the opportunity to welcome you here.**

People from all backgrounds live in this area, including retired people, young working families with small children and professionals as well as students from the UK and abroad. This diverse mix of different age groups, backgrounds and lifestyles makes our community a very pleasant one in which to live and work.

Everyone living here has the right to live here peacefully. People work, sleep, study, revise and travel at different times of the day (and night) and we can all live well together provided that we show respect for each other.

Please keep external doors and windows (and especially balcony doors) shut after 8pm to minimise noise.

Please keep the exterior of your house (and balcony) looking tidy.

If you have a car, please park on your driveway. If you or your visitors park on the road, please do not obstruct the pavement or park within 10 metres of a junction or near a blind bend, as this could increase the risk of an accident. Due to problems with this in the past, the Local Community Liaison Officers are particularly vigilant.

Our website - [spracommittee.wixsite.com/website](https://spracommittee.wixsite.com/website) - and the noticeboard on the back of Neville House (Ustinov College) by Faraday Court are useful sources of information. You may also wish to join the Sheraton Park, Durham Facebook group.

There is a defibrillator outside the Community Room in Neville House (right hand side as you face it) in case this is ever needed.

**Sheraton Park Residents Association Committee**  
[spracommittee@gmail.com](mailto:spracommittee@gmail.com)



## **Living Out, in Durham - some hints and tips**

### **Introduce yourself...**

When you move in, say hello to your neighbours; it's as simple as that!

### **Peace on the streets and in the home...**

Nobody likes a bad night's sleep. Noise from house parties and late-night noise, like shouting or talking loudly when walking into town (and back again), disturbs everybody's sleep and is very distressing.

### **Please stay quiet between 11pm and 7am.**

Don't forget that the Student Pledge, which forms part of Durham University's General Regulations, includes agreeing to be a good and considerate neighbour while living within the wider Durham community.

You can report anti-social noise via the Police non-emergency number 101 or via the 101 Live Chat on the Durham Constabulary website.

### **Keep the area clean and tidy...**

Bin day here is **Wednesday**. Put your bin out by 7am and bring it back in on the same day - even if not collected. Avoid putting your bin out any earlier than the night before collection, especially in windy weather. If you are not sure what goes where, and when, ask a neighbour, or look on the Durham County Council website.

### **Stay safe...**

Durham is a very safe city but the police still recommend you...

- keep your valuables out of sight
- lock your doors and windows
- lock up your bikes with a good D-lock



### **Enjoy Durham while being COVID-safe...**

Our city has many independent shops and businesses, a thriving indoor and outdoor market, places to go and things to do - but we also have a lot of vulnerable residents. Getting vaccinated is the best protection for you and others. We all have a responsibility to protect each other and you can visit Durham University's website to find out how to do this: [durham.ac.uk/coronavirus](https://durham.ac.uk/coronavirus)

**Please continue to follow UK Government COVID-19 advice at all times while the need for caution remains.**

## Useful contacts:

**In an emergency, call 999.**

### **Police non-emergency number**

**Phone:** 101 (including to report antisocial behaviour)

### **NHS**

**Phone:** 111 or **Web:** 111.nhs.uk  
(for non-urgent medical help)

### **University Health Centre**

**Phone:** 0191 386 5081  
(Doctor's surgery)

### **Durham County Council**

**Phone:** 03000 260 000 or  
**Web:** durham.gov.uk  
(for general enquiries)

### **Durham County Council Housing Solutions**

**Phone:** 03000 268 000 or  
**Email:** housingsolutions  
@durham.gov.uk

(if your landlord is failing in  
their legal responsibilities)

### **Durham Students' Union Housing Support**

**Web:** durhamsu.com/advice-  
and-support/housing-support

### **Durham County Council Neighbourhood Wardens**

**Phone:** 03000 261 000 or  
**Email:** help@durham.gov.uk  
**Web:** durham.gov.uk/  
neighbourhoodwardens

(if you need advice on  
environmental problems and/or  
anti-social behaviour)

### **Student Community Wardens**

**Facebook:** @DUSCWs  
**Web:** durham.ac.uk/community  
(for help with living out and  
building relationships with your  
neighbours)

### **Pinpoint**

**Web:** cityofdurham-pc.gov.uk  
(for mapping issues of late-  
night noise and other anti-social  
behaviour)

---

Don't forget that you can contact your landlord/letting agent for help with any property-related issues, and your College is also there to support you.

**Produced in collaboration with, and supported by:**

