

**Minutes of WERA Residents Meeting**  
**22 September 2021 at 7:45**  
**At St Faiths Parish Hall West Parade Lincoln**

**Panel**

Jayne Arnold – Chair of WERA  
PC Mark Wrigley – Lincolnshire Police, Carholme Beat  
Francesca Bell – Lincolnshire County Council PPASB team  
Jacqueline Mayer University of Lincoln Head of Student Support  
Hannah Coleman – Deputy CEO – University of Lincoln Students Union  
Councillor Neil Murray – Lincoln City Council

**Apologies**

Councillor Lucinda Preston – Lincoln City Council

**JA – Welcome** WERA have continued to meet throughout lockdown.

Street wardens are continuing to report issues with bins.  
Met with councillors NM and LP to do a ward walk looking at current issues.  
Looking at issues arising from new planning applications.  
Liaising with UoL .  
Looking at any Parking issues arising.  
Producing and distributing Welcome Westend booklet.

**MW** – Beat manager for Boultham Park, City centre, university campus and Westend along with Kay Radcliffe.

Freshers fortnight starts 27 Sept. 2 officers per evening, PPASB and UoL will be involved with patrols from 6pm – 4am

Police are working with PPASB and university to deal with noise nuisance.

**Q** What can happen during fresher's to stop noise nuisance.

**A MW** Police will be liaising with both UoL and LCC

**Q** Wrote to Chief Constable about the lack of police in the area. Have police offers made any representation to their superiors about their work load.

**A MW** Yes superiors are aware of the large area they cover with only two officers.

**Q** Are superiors listening

**A MW** Whole of Lincoln experiencing same shortage of police.

**FB - PPSAB** and licensing team in Lincoln County Council. Team work closely with Police, sitting in the same office. Deal with any noise nuisance, rubbish issues take a three pronged approach if the issue is with students.

**Q** Why does it take so long when a complaint about students is put in to LCC

**A** Report goes into PPSAB team – auto response to email states timescale. Is usually quicker.

PPSAB will investigate report.

Details taken. Source address. Request complainant keeps a diary usually for two weeks.

PPSAB team will contact both complainant and perpetrators.

Police will visit. UoL will contact perpetrators.

If nuisance continues noise monitoring equipment can be supplied.  
Offices can attend property to witness issues themselves.  
Other sanctions are then open to the council if complaint justified and warnings haven't worked.

Waste in garden – Notice needs to be given to household so this may take longer to resolve.  
PPSAB will keep complaint informed.  
PPSAB team work 9-5 M-F can be contacted email/phone/ face to face

A new procedure being implemented in regard to bins on streets, UoL to be involved with student properties

Urge residents to complain at earliest opportunity, do not suffer

If resident unhappy with councils procedure they have a complaints procedure that can be used to make a complaint about how things have been handled.

**Q** Can anything be done about light pollution.

**A** Only if light is directly shining into your property through closed curtains.

**Q** How long does it take to answer emails

**A** Automatic email response details timescales that a full response will be sent.

**Q** Does Landlord get informed of complaints against their tenants.

**A** Only at legal stage. If HMO holds a licence Landlord may be involved earlier. Council has stronger powers over licenced HMOs which can impact on the Landlord.

**Q** Is there a reason why Landlords are not involved sooner.

**A** It can impact on the tenants' tenancy agreement, so complaints need to be investigated and justified before these steps would be taken

**Q** Landlord should be held responsible

Work with them should be proactive

Issues have become worse over the last three years.

Continual noise every night of the week.

UoL should also take more responsibility.

**Q** What constitutes Anti-Social Noise nuisance.

**A** Property to property issues that have a material impact of the enjoyment of your property. Can be any time of the day.

Threshold- would an average person be disturbed by the noise.

Threshold is lower at night time. Also looks at how often, how easy the noise is to control, how loud.

**Q** If students have parties until 3am will they be fined.

**A MW** This depends on the officer attending

**JM** Works within student services in the UoL. Works closely with WERA to support students and residents integrating,

**Q** When students move out usually there is a summer break when it is quite. This year students had returned within two weeks.

**A JM** Academic year moved last year but start date is later, students enrol in Oct rather than Sept. This is the same this year but it is hoped it will return to Sept in 2022.

**Q** Why are students allowed to come back sooner

**A** This is due to their tenancy agreements not their academic studies, the UoL cannot control what tenancy agreements students sign or when they move in.

**JM** Re active procedures UoL will contact students when a complaint has been made against them on the day the UoL receive the complaint.

There is an expectation that students will integrate into their neighbourhood.

UoL have a conduct and disciplinary procedure which can be invoked.

Initially students are spoken to and explained what impact their actions have on the community, if this has no affect the PPASB will escalate.

UoL will discuss further with students and conduct and disciplinary procedure can be followed.

Board will decide outcome.

Similar procedure is now being implemented in regard to bin/rubbish issues

Proactive - working with students transitioning from halls to community. Residential Wardens (RW) deliver sessions to students about living in the community.

Would like to arrange a meet the neighbours so residents can give their experience of what issues affect them.

Leaflet drop – community leaflet – expectations for students and residents – myth busting

JM happy to speak with residents about any issues they face.

**Q** Having been youth worker for several years surprised that students struggle to know how to live in the community.

**Q** Struggle with statement that students don't offer anything to the community. Students have been working with food banks over the lockdown.

**Q** Student speaks - acknowledges that noise is a problem and feels this is because it is usually students first taste of freedom but confirms that the PPASB procedure works and the letting agents will also get involved if problems reported to them.

**Q** Is there any data about how many complaints have been made and the outcomes achieved.

**A FB** Yes data is available and shows an improvement in the level of complaints over the last couple of years

**Q** Noise has increased

**A** This isn't reflected in the figures.

**Q** Is it mandatory for a student to give their address.

**A JM** Yes

**Q** What are Landlords contributing to the community and the issues faced to the residents

**Q** There isn't sufficient lighting

**HC - Student Union** Not all students are bad. They work within the community. It's disappointing that a minority of students cause the problems. Not all students have conduct issues. This is challenged by residents.

**Q** Can students be employed to approach on a peer to peer basis students creating noise nuisance when returning home late at night.

**A HC** No

**JM** Meet the street would be the forum to encourage an open discussion allowing residents to voice issues and students understand the impact they have on the community.

**JA** This is the first residents meeting in 18 months

WERA aren't against students

WERA are here for students and residents

We would like to educate students

**Q** Who is going to occupy new student's accommodation that has just been built

**A JM** First and second and International students

**Q** We have a big problem in Lincoln due to the percentage of the student population compared to residents. It is a lot higher than other university cities. Is expansion still ongoing.

**A JM** The University is getting a new VC, University is growing but I don't know projections on growth. I can find out and feed this information back to WERA.

**Q** Would just like to say the complaints procedure works

**NM** On a positive note 192 West Parade planning permission has been refused.

I am pleased that a campaign is running to keep the Tap in the Westend. Optimistic that the campaign will be successful.

I want to reiterate that we need to look after each other after the recent events involving Darren.

Police are working to keep the community safe

Perhaps consideration needs to be given to a neighbourhood watch scheme

Police working hard to stop drug dealing

Lights going off at 12pm needs to be reconsidered. County council would need to be approved.

**Q** parking is an issue in the 2 hours slots, as these slots prohibit residents using their res parking permits there. They need to be altered to allow res parking with a permit as well.

**Q** Area is being used as a rat run.

Speeding on WP particularly a problem. What can be done.

**A MW** If reg number can be taken it can be given to the police and they will deal accordingly

**Q** Traffic violations are increasing

**Q** Since SID camera – most cars are slowing down.

Camera catches speed and reg so details will be sent to Police.

**JA** Thank you for attending.

Westend community picnic is taking place on Sunday at the edge of the cricket pitch, all welcome.

Carholme community forum have kindly donated a balloon man for an hour to entertain the children.

AGM has been moved to March

If anyone is interested in becoming a street warden please see Sandra  
Please take a welcome to the Westend booklet if one hasn't been delivered to your property yet  
Thank you to St Faiths church hall for supplying the refreshments tonight