

We are delighted to welcome you to the University.

We hope this letter finds you settling into your new surroundings living in the wider Durham community. You are no doubt discovering that you are part of a diverse community, beyond the University and our Colleges, of people of different backgrounds, experiences and ages.

Being part of the wider Durham community means taking care to support one another, act with respect and consideration, and uphold the [values](#) of our institution – to be inclusive, act with integrity, collaborate effectively, strive for excellence, and demonstrate good citizenship.

We take our duties as a neighbour seriously, embracing all of our different communities and celebrating the differences that make us stronger together. By reading this letter and our [Good Neighbour Agreement](#), and by reminding yourself of your commitments in the [Student Pledge](#), we hope you can see that the steps to having a positive impact where you are now living are simple and clear.

There will be many challenges ahead for you and for those living around you, but we hope you will love living out in Durham, with all that your local community, the City, University and Students' Union have to offer. By working together, we can maintain a strong community.

May we wish you every success for the year ahead.



Nathan Sempala-Ntege
Dean of Colleges



Abi Taylor
President, Durham Students' Union



Living Out, In Durham

This is an overview of the support available to you and information which may help you while you live out, in Durham. You can also find more 'need to know' information, tips and guidance in our [YouTube Livers Out film](#).



Living well

- The University offers a wide range of services to support your [wellbeing](#).
- Your Students' Union also offers an [Advice Service](#) that can help with a number of different concerns or issues that you may experience and runs [Durham Nightline](#), an anonymous and confidential active listening service Tuesday to Saturday nights of term between 9pm and 7am.



Living safe

- Plan how you will get home after a night out, stay together and take a [safe route home](#), avoiding the river.
- Take [simple steps](#) to keep yourself and your belongings safe both at home and out and about.



Living green

- Bin collection schedules are available on the Durham County Council [website](#).
- Find out all you need to know about [living green while living out](#), especially our Green Move Out scheme for when you come to leave your accommodation.
- Follow our [Student Community Wardens](#) for more tips on reducing your environmental impact where you live.



Living together

- Everyone needs sleep. Keeping the noise down both in and out of your home, especially between the hours of 11pm and 7am, is the best way to live out well together with people whose lives may be different to your own.
- Introduce yourself to your neighbours, get involved in your local residents group, do what you can to be a good neighbour and please always let your neighbours know if you are having a house party.
- Anyone in Durham City can report anti-social noise between the hours of 9pm and 3am during term-time to the non-emergency Police 101 number and a dedicated team of police officers will be on hand to help.



Living collegiate

- You are always a member of your College community, will be most welcome at College and Common Room activities, and can still access the wide range of support available through your [College Student Support Office](#).
- Colleges are a critically important point of contact with the University on official academic matters, student support issues and a medium for emergency messages. Make sure your term-time address and contact details are up to date.



Living local

- Durham is a small but vibrant city and with so much on your doorstep or within a short walking distance we urge you to support its many smaller, independent businesses by [shopping local](#).
- [Get inspired](#) and get out and about to make the most of our amazing county with its history and heritage, beautiful coastline, and breath-taking landscapes.