

Good Neighbour Agreement

A behavioural code of standards for students living out of college.

Our relationship with the wider Durham community is important to us.

Between student rental accommodation, and private purpose-built housing, around 11,000 of our students live out in local neighbourhoods, in and around Durham city, every academic year.

This code of standards supports all our students, when living out of college (i.e. not in Durham University owned/managed accommodation), to understand how they can be responsible, respectful and considerate to their neighbours.

Good Neighbour Agreement - Our Framework

All our students formally enter into the University at a [Matriculation ceremony](#). They receive information here, as well as through their Colleges, on our [Student Pledge](#).

As part of the Student Pledge students undertake to be good and considerate neighbours while living in college or within the wider Durham community.

The Good Neighbour Agreement sets out guidance that all our students can follow when living out of college. It was refreshed in 2025 through consultation with both students and community members and reflects up to date knowledge and experience.

We provide this guidance because all student conduct - whether on or off campus, during term time or vacations, weekends and evenings - is governed by the University Disciplinary regulations and behavioural policies. And, while living out, a student's behaviour may impact on:

- those who live around them;
- those who provide services in their local area;
- their academic standing;
- the reputation of the University.

Any member of the wider Durham community may complain to the University about a student's behaviour and we have established routes for managing complaints.

More information on how allegations of misconduct are handled by the University can be seen in our [Non-Academic Misconduct Procedure](#).

Anti-Social Behaviour

Anti-social behaviour by students is one of the most common issues brought to our attention by both students and non-students.

Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as “*conduct that has caused, or is likely to cause, harassment, alarm or distress to any person*” and some examples of anti-social behaviour include:

- Excessive noise
- Obstructive parking
- Littering and fly tipping
- Damage to property
- Intimidating behaviour

When students become aware that their behaviour has negatively impacted on others or their local community, we expect them to respond respectfully.

We take incidents of anti-social behaviour seriously. Anti-social behaviour by students may be subject to disciplinary action and, in extreme circumstances, where the University is deemed to have been brought into serious disrepute, this may lead to a student being required to leave the University. Students may also wish to note that action can be pursued by third parties such as Durham County Council and Durham Constabulary without the involvement of the University.

The link between alcohol consumption and anti-social behaviour is well documented, however students are reminded that the influence of alcohol or drugs at the time of the offence does not constitute a mitigating factor but could be considered an aggravating factor.

Additional reading:

- [PSPO for drinking alcohol - Durham County Council](#)
- [Controlled Drugs: A Code of Practice](#)
- [Policy on Student Alcohol Awareness and Use](#)
- [Anti-social Behaviour, Crime and Policing Act 2014 - Legislation.gov.uk](#)

Noise

Excessive noise, particularly late at night, can cause great distress. Durham City has a noise curfew between 11pm and 7am restricting loud music, shouting, construction work, and other disruptive sounds.

We have extensive experience in addressing local concerns about anti-social noise and operate within a structured framework — our [Anti-Social Noise Procedure](#) — that supports the timely and sensitive resolution of issues reported by both residents and students.

We expect all our students living out to respect their neighbours' right to peaceful enjoyment of their home and to minimise noise disruption to their neighbours (who may include young children, shift workers, University staff, carers, fellow students and others who rely on a quiet environment).

Simple steps our students can take to minimise noise disruption include:

- **Keeping music and TV at a low volume**, particularly in terraced houses with thin walls.
- **Being mindful of loud talking** - conversations can easily be heard through walls, especially late at night.
- **Notifying neighbours, including those connected through gardens, when hosting a party**, and planning to finish at a reasonable and specified time, stopping all noise by 11pm at the latest.
- **Reminding guests to leave quietly and respectfully** avoiding loud goodbyes, slamming doors, and talking in front of houses.
- **Being mindful of transient noise, particularly between 11pm and 7am** avoiding activities talking, shouting and laughing while walking through the city. Transient noise, although brief, can travel long distances, and may sound louder than expected depending on the surrounding area.
- **Complying with 'Shhh... 11pm-7am' signage**, which highlights residential areas particularly sensitive to transient noise.
- **Being mindful of noise in gardens**, especially during summer months - even conversational-level noise can carry further than expected.
- **Observing local and national restrictions related to fireworks** - displays may need to stop if it becomes apparent that the event is causing distress or anti-social noise or under instruction from local authorities.

Additional reading:

- [Community Relations - Durham University](#)
- [Shhh... 11pm-7am - City Of Durham Parish Council](#)
- [The Fireworks Regulations 2004 - Legislation.gov.uk](#)
- [Anti-Social Noise procedure](#)

Building positive relationships in the wider Durham Community

Building and maintaining positive relationships with neighbours and the wider Durham community will lead to a better student experience living out. It can also contribute to a sense of belonging and citizenship, helping students feel connected to the local area.

Though transient in nature, our students' presence in the city can leave a lasting impact in local neighbourhoods. For example, on a street where 10 out of 20 houses are student rentals, as many as 150 different students could pass through the neighbourhood during an average undergraduate degree. Small actions can have a big impact on how students are perceived.

Students can make a positive impact by:

- **Introducing themselves** to their next-door neighbours either in person or in writing.
- **Ensuring they know how to report local issues** such as fly-tipping (illegal dumping of household or trade waste), abandoned vehicles and vandalism.
- **Collecting parcels from neighbours' houses promptly** and in a way that is considerate of their time and circumstances.
- **Using shared amenities with respect and consideration to other users** (footpaths, communal bins, green areas etc.).
- **Joining their local residents' association** by social media, newsletters, local meetings, events or taking up a committee position on the group.
- **Exploring volunteering opportunities** in the local area via Volunteering & Outreach service.
- **Promoting events in College** to their neighbours where they are open to non-students.

Additional reading:

[Local Issues Leaflet - City of Durham Parish Council](#)

[Volunteering and Outreach - Durham University](#)

[Student Community Wardens Instagram](#)

[Durham University and Residents Forum](#)

Cars

Durham is not designed to accommodate a high volume of private vehicles within its historic streets, and the pedestrian-focused layout in the inner city makes car use impractical and often disruptive.

Parking in the city can also present significant challenges for both students and the wider community.

We therefore strongly discourage students from bringing cars to Durham unless absolutely necessary. We enforce strict limitations on parking at University premises and have high expectations from our students if they choose to bring a car to Durham. Exceptions may be made in certain circumstances, such as for students with disabilities, where the use of a car is essential.

Positive steps our students can take include:

- **Only bringing a car to Durham when they need it**, for example moving in or out.
- **Regularly assessing whether a car is necessary**, and considering alternative transport options where possible.
- **Recognising the diverse needs of their neighbours** who may have specific support, such as carers, meaning the streets need to accommodate both permanent and temporary parking.
- **Parking with consideration for access** by those local services we all rely on day-to-day and in an emergency (e.g. bin lorries, ambulances).
- **Being aware of local parking restrictions** (e.g. permit zones) and parking in accordance with them.
- **Travelling sustainably** by making use of public transport networks, cycling infrastructure, and the pedestrian-friendly city centre and Park and Ride services.
- **Exploring long-term parking options** outside restricted zones and staying informed about available parking services.
- **Avoiding long-term parking in unrestricted residential streets**, as this can inconvenience local residents and mean students may not be aware of security issues or temporary roadworks, such as gas or maintenance works, that require vehicles to be moved.
- **Carpooling for essential trips**, such as grocery shopping, and coordinating within larger households to share transport efficiently.

Additional Reading:

- [Discounted Bus Scheme](#)
- [Durham City Controlled Parking Zone](#)
- [Nightlights map](#)
- [Report an abandoned vehicle](#)
- [Park and Ride](#)

Recycling and Waste

Students living out of college must manage their recycling and waste in line with the [Durham County Council requirements](#) and in a manner that respects both the environment and their local community. Poor waste disposal habits can result in heavy fines, attract vermin, and negatively impact on pedestrians and neighbourhood wellbeing.

Good habits our students can get into include:

- **Placing all waste inside the designated bins**, never to the side, and never in other people's or businesses' bins (without permission).
- **Following local recycling guidelines** to sort items appropriately. Contaminating recycling bins with non-recyclable materials can result in the entire bin's contents being discarded as waste. In some cases, a contaminated bin may not be emptied at all.
- **Knowing where their bin is all times** and reporting to their landlord in a timely manner if the bin is lost, damaged, or stolen.
- **Once collected, returning their bins within the property boundary/designated location** on the same day of collection.
- **Keeping public footpaths clear of bins.**
- **Keeping shared bins tidy** and reporting any overflowing or damaged bins to ensure prompt collection.

Green Move Out

At the end of the academic year the Green Move Out scheme provides students with an organised way to donate unwanted items. Collections are made using the well-known purple bags, with donated items distributed to charity—offering a sustainable solution for end-of-year clean-ups.

Our students can help leave Durham tidy by:

- Sorting and donating unwanted items.
- Regularly disposing of waste throughout the term to prevent accumulation at term's end.
- Arranging for someone to return their bin to its place if they will be away during the final waste collection time.
- Disposing of all waste legally and responsibly and avoiding fly tipping.
- Taking any excess rubbish to the local Household Waste and Recycling Centre.

Additional Reading:

[Waste collection policies - Durham County Council](#)

[Ask for a new bin - Durham County Council](#)

[Helping students recycle - Durham County Council](#)

[Household Waste and Recycling Centre - Pity Me](#)

[Campaigns - Durham University - Green Move Out](#)

Where can students find support when living out

Students who live out remain valued members of their college community and are encouraged to engage with college life, accessing the same support and guidance available to those living in. Colleges are a key point of contact for student support, and there are numerous resources available across the university to help our students navigate the challenges and responsibilities of living out of college. Some of them are listed below:

- College Officers
- College based Livers Out Reps
- [Student Community Wardens](#)
- [Community Relations & Housing Unit](#)
- [Volunteering & Outreach](#)
- [Student Support Hub](#)

Beyond the university, local services can help students integrate into the community, manage housing concerns, and stay informed about their rights and responsibilities. Whether students need advice on tenancy issues, guidance on waste disposal, or support with community relations, the following resources are available:

[Durham City Police](#) – a friendly and approachable presence in the community. Follow their social media channels (e.g. [Durham Constabulary Facebook Page](#)) for updates, safety tips, and engagement opportunities. Students are encouraged to report crime, ask for advice, or simply stop and talk to officers if they need support. The [Durham City Crime Map](#) offers valuable information on local crime activity and trends.

[Student Safety](#) – Durham Police offer tailored tips and advice to help students stay safe while living in Durham.

[Durham County Council Do It Online](#) - a hub for reporting issues like waste collection, street maintenance, and local services.

[Noise Nuisance](#) - Durham County Council have a dedicated member of staff handling noise complaints related to or coming from students.

[Students' Union ASK Service](#) - independent, free, confidential advice for students covering topics such as housing, wellbeing and academic concerns.

[Durham County Council Neighbourhood Wardens Service](#) - support to address anti-social behaviour, environmental issues, and community concerns.

[Emergency Safety Advice - Durham County Council](#) – advice, information and guidance on matters such as severe weather events, flooding, power cuts. Local community emergency plans also exist in some neighbourhoods, and it can be useful to know what coordinated local support is available in case of an emergency.

[Durham University Emergency Contacts](#) – information on what to do in an emergency.

Neighbours can also be a great source of support, offering insights into local services, community events, transport links and practical advice for living in the area.