



JRA Committee Meeting Summary Wednesday 3<sup>rd</sup> July 2024

**Special Agenda Item – Meeting with University Representatives re ASB**

We were joined by:

Neil Ford (Newcastle University Community Relations)

Vashti Hutton (Northumbria University - Assistant Director Student Engagement)

Kris Hartridge (Newcastle City Council for Ed Foster)

Emma Candlish (Northumbria Police Student Liaison Coordinator)

Introduction by JRA Chair

- Has to be accountability from tenants
- People are not reporting as they don't hear anything back (EC said this can be addressed)
- Expectation setting
- Not just term times, holidays area also an issue. Operation Oak only operates during term times.
- 101 call handlers still not aware of Operation Oak. Problem compounded by two centres – North and South. Calls get passed on to South if North too busy.

EC said direct mobile No was misused and also received calls when Operation Oak not on.

Queried whether Operation Oak could have its own No rather than general 101 – would not necessarily help as would go through to same call handling team.

KH was asked what the Council can do? Council can work with witnessed or evidential complaints and can then invoke the ASB policy.

EC said police and University Rep will visit properties that have had a complaint.

JRA asked the Council to develop a policy to address the density of HMO's in NE2.

Problems with 101 call line

It can take an hour to get through to 101.

From starting with a phone call to police attending can take 2 hours.

EC recommendation was to start calling 101 as soon as the problem starts rather than wait to see what happens and then call.

Student Union is introducing landlord accreditation.

Newcastle University have toughened up their approach this year and have taken action.

EC recommended that everything be reported even if not on an Operation Oak night.

There is an Operation Oak web page on the City Council Web Site

(<https://www.newcastle.gov.uk/operation-oak>).

There was a request that any complaints that include drug dealing should be kept separate from ASB forms as mention of drugs limits the distribution of the ASB forms.

NF said that the total number of ASB reports have reduced, but they have an increase in the number of reports with evidence which they have been able to action/follow up.

Noted that HMO Licences cannot be refused because a property does not have planning permission.

EC receives the ASB forms and will try and acknowledge.

## **Development of Aims and Objectives for 2024 and changes to Constitution.**

Changes to Constitution to be finalised.

## **JRA AGM (25 September 2024 at Newcastle Cricket Club, Osborne Avenue)**

Seeking external speaker

Committee Members need to decide whether they would like to stand again. Please let Nils Clemmetsen know if you would like to stand again.

Request for new committee members to be sent out via Linkmail etc.

## **Financial contribution for defibrillator in Cradlewell**

Committee agreed to donate £375 towards installation cost of a defibrillator at Rehills that is being organised by Holy Trinity Church.

## **Joint JRA/JCF Leaflet**

Draft cover artwork circulated. Aim for October delivery so there is at least a chance of leaflets being delivered to student houses not being immediately binned.

## **Planning**

New application for change of use from C3 to C4 at 118 Manor House Road. Propose that JRA submit an objection. NCC needs to review all the documentation, however objection is likely to be very similar to objection to previous application that was withdrawn.

Note proposal for new buildings for kitchen and outdoor dining next to the Collingwood. Propose no comment.

Felling of ash tree at Jesmond Gardens. Permission has now been granted for the tree to be felled, but it is to be replaced by a hornbeam. 4 weeks after permission granted no action has been taken and the safety fencing preventing the use of the street is still in place. A resident has asked the JRA to write to the Council for ask them to take action to get the fence removed.

## **Licensing**

No current applications.

Post Meeting Note: There is now an application for a Licence for a Coffee Shop at 146 Manor House Road with a request for operational hours of 8:00am – 11:00pm every day of the week.