

Event Feedback & Proposals

Actions – Balance of Family Housing against Student Let properties

1. Investigate the possibility and options for providing 'On Campus' and/or 'Student Village' accommodation to reduce the impact of student accommodation in the community.
2. Introduce new legislation to ensure the number of student properties/HMO's doesn't increase any further and provides some sort of cap on the numbers of properties in the community.
3. Investigate the possibility of ensuring that landlords pay Council Tax on student properties so that they are contributing financially to the upkeep of the area.

Actions – Parking

1. Introduce incentives for students and commuters to encourage them to use the Park & Ride schemes as a preferred option to using Stanmore and University Campus. Incentives could include discounted rates and/or use for 6 months get 1 month free.
2. Revisit the introduction of a residents 'Permit Parking Scheme' which will investigate the options of either treating Stanmore as a 'Special Case' or reviewing the charging scales to provide a cheaper 1st permit and more expensive 2nd, 3rd & 4th permits.
3. Investigate the impact and feasibility of providing additional parking provision, which might include diagonal parking and marked bays.

Actions – Untidy gardens

1. Provision of a regularly maintained database providing contact details of all landlords to ensure more coordinated and effective communication between council, landlords and university to deal with complaints when received.
2. More inspection and enforcement action taken by council to ensure residents and students maintain their gardens properly and lead by example by ensuring the open spaces and common areas for which they are responsible are also adequately maintained and inspected.
3. Introduce competitions for residents and students which encourage well maintained and attractive gardens with prizes to encourage participation.
4. Ensure that landlords provide the necessary equipment for students to be able to maintain their gardens effectively
5. To ensure that student properties have more or larger sized bins to cope sufficiently with the amount of waste generated and to encourage and educate them to recycle their waste efficiently.
6. To introduce an initiative to enable all residents to be able to have large bulky and unwanted items removed at no cost at least once a year

Actions – Noise & Antisocial Behaviour

1. An improved response to the 101 number and a mechanism to ensure that complaints received by landlords, council and out of hours services are fed through to 101 to provide more accurate statistics regarding the level and frequency of incidents.
2. The establishment of an 'Out of Hours Service' to ensure 24 hour cover that can take immediate action to incidents that are reported.
3. Provision of a database providing details of students and landlords that is accessible by the Out of Hours services, Police and other relevant agencies to enable direct and immediate contact when incidents are reported.
4. Regular Patrols in the area to ensure swift and positive enforcement should incidents occur
5. To encourage a more neighbourly approach by residents when students are moving into adjacent properties and encourage positive relationships between resident, landlord and students.

Recorded Feedback

The following is a full account of all comments and proposals etc that were recorded at each of the discussion groups. Because of this you will note that there is duplication of comments and/or suggestion's, however the reason for doing so is so that all participants can be assured that none of the comments have been ignored.

1. In recent years it has become apparent that the number of student let properties has increased, as a result of this there are now less homes available for families. What can be done to keep a balance?

- No more HMO's – Capacity reached
- Also need to look at larger family homes – also larger households
- Better understanding of different lifestyles
- Change Uni terms – degree in 2 years not 3
- Build more student halls of residence
 - All first years
 - Plus all students
- Seek planning permission for Multiple Occupation – Change in law
- Guidelines in percentage of student accommodation in each street
- Alter the balance of students against residents
- Restrict the number of intake of students
- Make landlords pay council taxes
- New student halls will not free up Stanmore Houses for families. They are for 1st year students only
- Student Campus off Sarum Village
- Cap Intake
- Build more accom on university campus
- Landlords should pay Council Tax
- More buses – Uni link
- Uni to build out of town accommodation
- More Uni accommodation
- Planning legislation for HMO's
- Agreement to cap No. of HMO's
- Lower rents for students in other areas
- Where can they live if not in Stanmore?
- Have boundaries where certain % cannot be changed to HMO's – restrict numbers
- Houses are getting larger 3-5 beds causing more intake. Can this be restricted
- Gov't legislation
- Uni should accommodate 2nd & 3rd year students
- Student village out of town accommodation

2. The issue of parking is two fold, One: Parking spaces at the University are limited therefore offering few alternatives to students who are making use of Stanmore to park. Two: HMO's potentially have multiple cars, which has parking consequences for neighbouring households. What alternatives could be offered to students and how can Landlords ease the growing tension?

- Free dedicated Uni P&R shuttlebus

- More enforcement of dangerous yellow line parking
- Fast-track reconsideration of permit parking
- Why do students need cars in Winchester
- Permits issued to ratepayers only
- Are all the cars owned by students?
- Should apply a residents Parking Order
- Private authorised parking attendants
- Enforcement of Council garage use
- Get landlords to allow no cars on properties or off road parking
- Would students qualify for permits if introduced in Stanmore
- Ban students from having cars
- Permit Parking –residents happy to pay
- Keep all residents the ability/help to have drop kerbs to get cars on own property
- Look at Stanmore as a special place and give free permit parking
- Give Uni parking on Campus
- Incentive for using Park & Ride
- City Council to allow more parking where possible
- Residents Parking
- Uni bike scheme
- Parking permits
- P&R – student incentive
- Dustmen/ambulances can't get through
- Works vans
- Student car sharing
- Residents pressure council to let uni have more parking
- Bays marked out
- Roads marked sensibly and enforced regularly
- P&R students get large discount to encourage use
- If student uses P&R 6 months they get 1 month free
- P&R less than uni parking fee
- Residents parking permits
- Students cause parking problems in term-time
- Lack of parking areas on estate
- Residents only parking
- University to enforce and subsidise Park & Ride for commuter students
- Subsidised parking for students at Park & Ride
- Most students don't have cars?
- Push commuters somewhere else
- Stanmore opposed to paying for parking
- 4 permits per house
- If introduce permit parking 2/3 residents in zone have to be in agreement
- Diagonal parking
- Landlords must provide parking spaces
- Legislation could change rules
- Park & Ride incentives - £1-70 apx Car share students, cheap parking
- P&R students get large discount to encourage use. If student uses P&R 6 months they get 1 month free
- P&R less than Uni parking fee
- Residents parking permits

3. As you walk around Stanmore, there is a wide range of conditions of gardens. How could those with untidier gardens be encouraged to change theirs?

- Note: - Everyone's problem – not just student
- Community Association/Student Volunteer Gardening for the elderly
- Private landlords good – Lithend not good
- Lithend & Uni work together – create competition to tidy up gardens – before and after photo's – 1 month free rent as reward
- Landlord in contract must maintain garden, otherwise they lose their deposit
- Council should also take responsibility esp for council housing
- LL/RSL/WCC to retain responsibility to maintain gardens
- Better green waste collection
- 1 bulky refuse per household per annum
- Landlords made to look after properties
- Landlords should provide lawn mowers etc
- Landlords made to take in bins
- Council should make sure their properties are looked after – gardens rubbish etc.
- Encourage everyone to keep front gardens tidy
- Better education on recycling
- Scheme to help residents dispose of large unwanted items.
- Council to upkeep shared areas more regularly to set tone
- Student properties to be provided with extra bins
- Landlords provide gardener and/or tools for tenants
- Glass and litter at local park needs to be managed
- Private landlords good – Lithend not
- Lithend & Uni work together – create competition to tidy up gardens with before and after photo's with reward of 1 month free rent
- Landlord in contract/legislation must maintain garden
- Council should also take responsibility esp for council housing
- Not just student gardens
- List of contacts
- Council should inspect the gardens on a regular basis
- Bad tenants
- List of Landlords regularly updated
- Contact No. for residents to complain about gardens etc. Coordinated link No. between wardens & Uni
- Advice from Uni - train students
- Landlords more responsible for tidy gardens e.g. grass cutting
- Good contacts between landlord & HMO's
- Discretion of landlords if families
- Certain times landlord comes to cut grass
- Housing Officers can serve notices on tenants

4. There has been much discussion surrounding anti-social behaviour. Residents have already been encouraged to call 101 to report loud parties, how else can anti-social behaviour be managed and also reduced?

- Put the numbers in the Chron
- Night-shift for noise/Env Health
- At start of tenancy, landlords introduce students to neighbours and encourage warnings of one off parties
- University to have greater influence and to have all landlords register with them
- Improve 101 service
- Proactive enforcement/Patrols
- Love your neighbour week
- 24Hr Patrols
- Sound proof the houses
- List of landlord and student within house
- Database so students are held responsible if misbehave from the uni
- Vetting of tenants
- Better communication for all residents
- Contract numbers
- Security stops at Sleepers Hill- doesn't go down into Stanmore
- Uni to take firmer hand on landlords
- If residents ring the 24 hr line will uni come out?
- Talk to your neighbour. Have Neighbour relationship so can talk about issues. Residents to be proactive in this, they are older, live here permanently and have a more vested interest.
- 24 hour response linking 101 to the uni security instantly
- Noise recording to Uni should also be referred to 101 log
- Build relations from the start. Aggression to students doesn't help – build relations before taking further action
- Licensing laws/times
- 101 is no use – as no action taken at the time
- Students need someone to complain to too
- Delay in providing monitoring service and/or equipment
- Out of hours service
- Other residents also cause noise
- Too many students per capita
- Want anti-social behaviour sorted out straight away
- No out of hours service – need 24 hour cover
- Rely on 101 number to deal with incidents
- On-line forms effective, but only respond maximum 10 days
- 24 hr 101 call out

Event Details

- 121 people registered on the attendance sheet on the night. Actual numbers were estimated at approximately 140
- 52 reply slips were received for people who wanted to receive results of the discussion groups