



The Devonshire Place Residents' Association

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Useful contacts (updated 2022)

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Exeter University Community Liaison Team

The Community Liaison Team was established for Exeter residents who wish to share any thoughts, news, feedback and concerns they might have about living with students in the community.

It has a 24 hour answerphone service, which allows residents to highlight issues at any time of day or night. The Community Engagement Team email service operates in precisely the same way. The Community Liaison Manager, Rory Cunningham will respond to messages as soon he can.

Helpline 01392 723721

Email communityengagement@exeter.ac.uk

The team has committed to confirm receipt of calls and emails within 24 hours (excluding weekends). If they are dealing with a complex issue and cannot supply a full response initially, they aim to report back fully within ten days.

Exeter University Estate Patrol

The University's Estate Patrol can explore noise disturbances from student addresses after 5pm, although they will only be able to assist if on-campus incidents are not occurring.

Emergency calls: 01392 723999

Routine calls: 01392 722222

Email: e.patrol@exeter.ac.uk

Details of all Estate Patrol visits are passed to the Community Engagement Team, who arrange follow up contact and escalate incidents to the Student Cases Team if necessary. In most instances, they simply discuss the noise advice contained in the university's Student Guide and encourage students to reengage more positively with their neighbours.

There are a number of factors that could influence whether a student (or students) are considered for a more formal follow-up meeting. These factors are described in the university's Anti-Social Behaviour Policy and Protocol, a copy of which can be viewed [here](#).



StreetWise Helpline

For highlighting non-emergency community issues direct to the University.

Phone: 01392 726252

Email: streetwise@exeter.ac.uk



Police: Neighbourhood Beat Manager

PC Richard Jephcott, Neighbourhood Beat Manager (NBM), Exeter University, Duryard, Pennsylvania and Stoke Hill.

Email: exeterneighbourhood@devonandcornwall.pnn.police.uk

Phone: 101 and ask for PC Jephcott 7186

Further info (Exeter University website): www.exeter.ac.uk/about/community/police/



Devon Highways

To report any issue relating to the repair and maintenance of most public roads. Devon Highways can also remove illegal signage (flyposting) in appropriate areas.

Phone: 0845 1551 004



Exeter City Council's Community Patrol

If you are bothered by noise from premises that requires investigation

Phone: 01392 265147



Exeter City Council's Cleansing Services

For missed bin collections, to request additional bins or to make recycling enquiries

Phone: 01392 265010



Exeter City Council's Environmental Health Team

To report accumulations of rubbish likely to harbour or attract vermin

Phone: 01392 265193



Parking Enforcement

To report parking offences.

Phone: 0345 155 1004



Students' Guild

To discuss ideas for students involvement.

Phone: 01392 723536



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