

University Accommodation

2011 - 2012 Regulations



UNIVERSITY
of
GREENWICH

TABLE OF CONTENTS

UNIVERSITY ACCOMMODATION REGULATIONS

Definitions.....	1
1. Period of Residence	1-2
2. Accommodation Fees	2- 3
3. Deposits	3
4. Health and Safety	3 – 4
5. No-smoking policy	4
6. General Conduct	4 - 6
7. Guests	6
8. Halls of Residence Code of Behaviour	6 - 8

ADDITIONAL INFORMATION FOR STUDENTS LIVING IN UNIVERSITY ACCOMMODATION

1. Inventories.....	9
2. Resident Assistants	9
3. Meals	9
4. Safety & Security	9
5. Insurance	9
6. Television Licence	10
7. Parking	10
8. Accidents & Incidents	10
9. Personal Belongings & Storage	10
10. Resident Handbooks	10
11. Complaints Procedure	10

APPENDIX - *Sample Licence Agreement*

At the back of this booklet is a sample of the licence agreement you will be required to sign. You are advised to read this document carefully and to contact the Accommodation Office where you will be living if you have any questions or concerns regarding its content.

The licence agreement is a legally binding document that details the terms and conditions of your residency including the period for which you will be required to pay accommodation fees. When you sign this agreement, you are signing to say that you will live in the accommodation and pay rent for the entire period (including Christmas and Easter vacations). You will also be signing to say that you have read and agree to all of the conditions listed in the “University Accommodation 2011-2012 Regulations.”

UNIVERSITY ACCOMMODATION REGULATIONS

These Regulations apply to all licences granted by the University to students. Students who accept a place in accommodation owned or managed by the University agree to be bound by these Regulations.

Definitions

To avoid doubt in these Regulations the following expressions have the following meanings:

- | | | |
|------|------------------------|--|
| i. | "accommodation" | The room and associated shared facilities granted to the student on a licence and for which keys are issued; |
| ii. | "resident" | A student enrolled on a full-time course of study who has signed a licence agreement. |
| iii. | "licence agreement" | The contract that the student must sign before moving into the accommodation which includes dates of residence, accommodation fees expected and the terms and conditions of living in the accommodation; |
| iv. | "shared facilities" | Any kitchen, dining/living room, bathroom, hallway or other areas which are referred to as such in the licence; |
| v. | "communal areas" | Those parts of the University buildings and grounds which residents are entitled to use in common with each other; |
| vi. | "University buildings" | All the buildings and grounds owned or leased by the University of Greenwich. |
| vii. | "manager" | The University of Greenwich as represented by authorised staff. |

1 Period of Residence

- a) Residence is for the period of time detailed in the licence agreement (see appendix for a sample copy of the licence) with beginning and ending dates as determined by the University of Greenwich as manager. Residential contracts are for a fixed period and are normally for 40 weeks in total. When signing the licence agreement, students are entering into a contract to pay for the entire period stipulated in the licence.
- b) Residents may be permitted to terminate their residential agreements only under certain exceptional circumstances as follows:-
- where a new resident (who is an enrolled student of the University on a full-time course of study, not an outstanding debtor for accommodation fees, has a good credit history and has not been responsible for any behavioural problems) is able to occupy the accommodation without loss of income arising to the University; or
 - where residents have withdrawn from their course of study. Residents who withdraw from their course of study, for whatever reason, must notify the Accommodation Service immediately in writing and must provide a copy of their completed Withdrawal Form (available from their school) to confirm that they are withdrawing or have withdrawn. Four weeks' (28 days) notice will then be accepted by the university from the date of notification or on the date of the withdrawal if it falls after the four week notice period. The resident will be charged for this four week notice period unless the licence is terminated earlier due to a replacement resident being found for his/her room. Residents will be notified if they will be released early.
- c) The University reserves the right to require residents to move to other accommodation during the period of the agreement.
- d) On the expiry or earlier termination of the licence agreement the resident must vacate the accommodation

- i. residents must remove all possessions and return all keys by 10am on the date of the expiry of the Licence Agreement
- ii. belongings left in study-bedrooms after the expiry of the Licence Agreement will be removed and the student will be notified.
 - personal belongings will be retained for collection by the student if the student agrees a reasonable collection date with the university
 - the university cannot accept any responsibility for personal belongings
 - personal belongings that are not claimed may be disposed of or destroyed
- iii. failure to return room keys may necessitate a lock change and the charge for this may be added to the student's hall fee account

2 Accommodation Fees

- a) Fees are payable in accordance with the licence agreement and payment plan agreed with the University.
- b) Residents are expected to agree a Payment Schedule when accepting a place in hall. Fees must then be paid according to one of the following methods: -
 - i. Single payment covering the entire residential occupation
 - ii. Three equal payments due on the following dates:
 - First payment due 30th September 2011
 - Second payment due 13th January 2012
 - Third payment due 23rd April 2012
 - iii. Equal monthly payments over the course of the residential period as follows:
 - First payment to be made by the last day of the first month of residency (i.e. if a resident's contract begins during September, the first monthly instalment would be due on 30th September)
 - Final payment to be made by the first day of the last month of residency (i.e. if a resident's contract expires in June, the final payment would be due on 1st June)
- c) Payment can be made by cheque or credit/debit card and should be in British Pounds Sterling. The University cannot accept payment by cash. Cheques should be made payable to "University of Greenwich" and crossed "account payee only." Residents who present cheques from countries other than the United Kingdom or pay by Euro-cheque should be aware that additional charges will be incurred. Payments can be made via telegraphic transfer or standing order (payments made directly into the University's bank account – these may also incur charges for international payments). Students may also wish to pay online via the Student Portal at <https://portal.gre.ac.uk/cp/home/displaylogin>. Once you are logged into the Portal, click the "Student Support" tab and then "Pay hall fees online in the "Accommodation Services" section.
- d) In the event of a cheque for accommodation fees not being honoured, an additional charge of £50.00 will be made by the University.
- e) Residents experiencing difficulty in the payment of accommodation fees are advised that they should notify the Accommodation Service immediately in writing and provide any relevant supporting documentation. Residents having problems managing their finances or experiencing serious debt problems are advised to contact Student Affairs and/or the Students Union for advice and to discuss their difficulties. Residents should also note that the liability to pay accommodation fees when due is not affected by non-arrival of loans or other sources of funding.

- f) The University reserves the right to terminate the licence agreement in the event of failure to pay fees due in respect of the accommodation.
- g) Where it is determined that a resident's contract should be terminated for non-payment of accommodation fees, the resident will be issued with a notice to vacate. The resident will be given a reasonable amount of time in which to make suitable payment arrangements.

3 Deposits

- a) A deposit of £400 is required when accepting a place in University accommodation. The deposit may be applied in part payment of fees if the resident does not take occupation of the accommodation. The resident will remain liable to pay the balance of the fees due for the full period set out in licence agreement.
- b) The deposit is refundable at the end of the licence period. Refund of the deposit and other accommodation fees if applicable will be made less any other sums owed to the University against which the deposit may be offset including charges for non-return of keys (and possible lock change), cleaning charges, damage charges and unpaid accommodation fees.
- c) The University aims to refund all such deposits, less deductions, within four weeks of the end of the period of the licence. Payment can be made as a cheque in Pounds Sterling or via a direct bank transfer. Residents will normally be invited before the end of the licence period to specify their preferred method of refund and provide the necessary details in order for the refund to be issued.

4 Health and Safety

Residents occupying University premises must take reasonable care for their own and others' safety. They are expected to comply with the University Safety Policy, Codes of Practice and departmental local rules. Residents should report to the Manager any situation, which, in their opinion, involves the risk of injury or a health hazard.

Residents are encouraged to register with a local medical practice and may want to take advantage of the surgery and call-out services provided by the medical practices employed by the University at each main campus. Information on registering with a medical practice will be available to residents on arrival.

a) Fire

Misuse of fire alarms and fire fighting equipment including tampering with smoke and heat detectors is an offence under Section 8 of the Health and Safety at Work Act. Residents and their visitors must observe the Fire, Safety and Security regulations at all times.

Residents should acquaint themselves particularly with the Fire Regulations in force on each site (these are described in the Resident Student Handbooks for each site). Regular fire drills are held in residential accommodation and buildings must always be evacuated promptly when the alarm sounds.

Bedroom doors, kitchen doors and other fire check doors should not in any circumstances be propped open as this could pose a serious danger in the event of a fire. Escape routes and fire exit doors must not be obstructed in any way. In flats with interconnecting fire doors, these doors must not be opened by residents except in cases of emergency.

Cooking and catering must only be undertaken in the designated kitchen areas. Never leave cooking unattended. In no circumstances should cooking equipment such as toasters, kettles, grills or hotplates be used in study bedrooms.

Deep fat frying and the use of chip pans (i.e. a saucepan full of oil) on cookers is prohibited. Electrical deep fat fryers may be used provided they are fitted with a correct fused plug and a thermostatic control. The use of lighted candles, joss sticks, aromatic oil

heaters, shisha pipes, cigarettes or any device which has a naked flame is prohibited in all university accommodation. Previous experience shows that these devices when used in residences cause fires.

The hanging of net curtains or other non-fireproof material is not allowed.

Residents may not bring their own heating devices into the accommodation.

Under no circumstances should furniture that does not comply with fire safety standards be brought onto University property. Any items deemed to be a fire risk will be removed by the Manager and the cost re-charged to the owner.

FAILURE TO OBSERVE THE FIRE REGULATIONS IS REGARDED AS A SERIOUS DISCIPLINARY OFFENCE. Anyone breaching these regulations is liable to disciplinary action and their right to reside in University accommodation may be terminated.

b) Electrical Equipment

All electrical equipment must be fitted with a suitable and fused plug. All equipment must be kept in a safe condition. In no circumstances may the resident add to or interfere with electrical circuits or installations of the premises. Further information about electrical safety is included within the Resident Student Handbook issued upon arrival.

5 No-smoking Policy

University halls of residence are a smoke-free environment. Smoking will not be permitted in university halls of residence at all (this includes study-bedrooms, studios, communal areas, kitchens, corridors, stairwells, entrances and balconies).

6 General Conduct

a) Respect for other residents and neighbours

In order to establish and maintain an atmosphere conducive to study and for the general well being of the residential community, the University expects residents to conduct themselves, at all times, in a manner that does not cause noise nuisance, disturbance or offence to their fellow residents or neighbours.

Residents are expected to show particular consideration in respect of noise nuisance. Radios, stereo equipment, televisions, play stations, musical instruments or any other device for producing sound must not be audible outside their own accommodation. Keep the volume as low as possible especially at times when neighbours may be sleeping or studying. If you wish to play your music loudly, you are advised to use headphones (either cord type or infra red which give more freedom of movement). When not using headphones, bass control should be set at a low level as bass beat can be particularly disturbing. Residents are also advised to avoid shouting, slamming doors and other behaviour that will cause disturbance to other flatmates and neighbours.

Halls of residence are private living and studying environments; they are not appropriate locations for parties (particularly those involving a large number of people). Residents must not host or advertise unauthorised events within halls or invite excessive numbers of guests into halls of residence as this contravenes the terms and conditions of their licence agreement. Residents wanting to hold large social gatherings should seek alternative venues.

Any resident whose behaviour persistently causes noise or other nuisance to other residents or neighbours may be subject to the relevant disciplinary procedures. The University reserves the right to terminate the licence agreement in the event of serious nuisance or other antisocial behaviour or any failure to observe any of the other provisions set out in these regulations.

b) Care of the University Accommodation Buildings

Residents are not permitted to make any alteration to their accommodation whether structural or otherwise, nor to make any change in the scheme of internal decoration. Residents are responsible for maintaining, in good order, the decorations, fittings and furnishings of their accommodation, including the doors and shared facilities. The resident must exercise due care and attention in use of all communal areas. Any damage in the accommodation must be reported immediately to the Manager. Any damage or defacement, excepting that caused by normal wear and tear, will be charged to the resident responsible. If responsibility cannot be attributed to or recovered from a particular resident then all residents within the particular flat, block or hall must accept shared responsibility and communal damages may be charged/deducted from deposits. Residents who wish to contest charges are advised to read the Complaints Procedure section of this booklet.

c) Furniture

The accommodation is provided on a furnished basis and furniture or equipment must not be removed from the accommodation or communal areas. Any damage to furniture and equipment must be reported immediately to the Manager.

In the interest of Health and Safety, residents are prohibited from bringing their own furniture into the accommodation without written permission from the Manager. Under no circumstances should furniture that does not comply with fire safety standards be brought onto University property. Any items deemed to be a fire risk will be removed by the Manager and the cost re-charged to the owner.

d) University staff

Residents must comply with reasonable instructions given by members of staff including Resident Assistants and local facilities management staff.

The resident undertakes to permit the Manager and duly authorised personnel, contractors and other work persons, to enter the accommodation to undertake work such as cleaning and maintenance of the accommodation at all reasonable hours of the daytime.

The Manager retains the right to inspect the accommodation at all reasonable hours of the daytime. In the event of routine inspections, a minimum of 24 hours' notice will be given where possible.

e) Drugs

The possession and/or use of illegal drugs in University buildings is prohibited. Furthermore, misbehaviour resulting from the use of drugs will be referred for consideration under disciplinary procedures and will, if the University considers the misbehaviour to be serious, result in termination of the licence agreement or other sanctions.

f) Firearms

Firearms, offensive weapons, air pistols and pyrotechnics (fireworks, flares etc.) are not permitted in University buildings or grounds.

g) Pets

No pets or livestock, with the exception of guide dogs, are permitted in the University accommodation buildings.

- h) Non-residential use
Study bedrooms are allocated to residents for residential and study purposes only. The bedrooms and associated shared facilities and communal spaces may not be used for business purposes.
- i) Possessions
The University accepts no responsibility for loss or damage to residents' possessions brought or kept on the premises howsoever caused.

7 Guests

- a) Accommodation which comprises a single room is allocated to a resident according to the terms and conditions of the licence agreement for single occupation by that resident only (except in the case of twin rooms where the contract explicitly states that the room is shared by two residents).
- b) Residents may not assign or sub-licence their allocated accommodation to another person.
- c) University accommodation may be entered only by residents, their bona fide guests and persons having legitimate business at the University.
- d) The resident is responsible at all times for the conduct of guests and should show consideration for other residents in the flat.
- e) Residents should have the agreement of their flatmates before having guests stay over for periods of more than one night.

8 Halls of Residence Code of Behaviour

- a) Code of Behaviour

The Halls of Residence Code of Behaviour is an integral part of the Licence to occupy accommodation within a university hall of residence. It applies to every resident living in a university hall for the duration of the Licence period and it gives authority and responsibility for good order in everyday matters within the resident communities to the Head of Accommodation Services.

The purpose of the Halls of Residence Code of Behaviour is to ensure that:-

- All students living in university halls have the benefit of the quiet enjoyment of their accommodation.
- The university has the agreement of all residents in the formation and maintenance of good community that supports the pursuit of a full-time course of study.

Any breach of the University Accommodation Regulations or complaint about misbehaviour can lead to an investigation under the terms of the Halls of Residence Code of Behaviour. Investigation can lead to a determination of action under the Code, the convening of a formal disciplinary hearing or the referral (of any serious misbehaviour) to the University's wider Student Disciplinary Regulations and Procedures. Any investigation will normally be completed within five (5) working days of the receipt of the report of misbehaviour.

The Head of Accommodation Services or deputy will consider whether the alleged misbehaviour (1) can be managed by the local Accommodation Services staff, (2) warrants further consideration for action either under the Halls of Residence Code of Behaviour or (3) requires referral under the Student Disciplinary Regulations and Procedures. If the alleged misbehaviour is very serious (including misconduct that may be a criminal offence), a report and details of the investigation will automatically be

referred under the Student Disciplinary Regulations and Procedures, a copy of which can be obtained from the university's website at <http://www.gre.ac.uk/students2/regs/behaviour> (or, if the resident is a student at another college, to the institution at which they are enrolled).

b) Hearing

If the alleged misbehaviour warrants it, a Hearing under the Halls of Residence Code of Behaviour will be convened. A Hearing will normally be convened within five (5) working days of the completion of the investigation. A Hearing will be a meeting heard by a panel of two (2) managers from within Accommodation Services, normally the Head of Accommodation Services and the Deputy Head of Accommodation Services and one other Manager from outside Accommodation Services who has had no previous involvement with the issue. The student alleged to be responsible for misconduct must attend the Hearing and has the right to be accompanied by a friend. He or she may also submit evidence in person or via witnesses whose names must be notified to the Panel no later than 24 hours in advance of the Hearing. The Hearing will consider the results of the Investigation and hear also the testimony of the resident in question, the complainant(s) and witnesses. The panel will be able to put questions to the resident in question, the complainant(s) and witnesses. Complainants and witnesses will normally be required to attend to give evidence in person but the panel may accept written statements in evidence where it is impracticable for them to attend. A written note will be kept of the Hearing.

After the Hearing the panel will consider their resolution in private. All conclusions about the blameworthiness or otherwise of a student accused of misbehaviour will be made on the balance of probabilities. The panel's conclusions may result in (1) dismissal of the complaint, (2) any available sanction or (3) the referral of the matter, should it be discovered to be of serious misconduct, under the Student Disciplinary Regulations and Procedures. The outcome of a Hearing will normally be communicated to those involved within five (5) working days of the Hearing.

c) Sanctions

- i. Repairs, replacement or reimbursement for costs (cleaning, etc.):
Students who are responsible for damage or disrepair will be charged for the cost of any repair, replacement or action to return fixtures and fittings to a reasonable state (see section 6b – Care of University Buildings). Examples of these charges can be found in the Resident Handbook for your hall.
- ii. Administrative Charges and other Sanctions:
Students who through their conduct (anti-social behaviour, breaches of Health and Safety, etc.) cause additional workload to university staff or who are subject to sanctions under the Halls of Residence Code of Behaviour may be subject to administrative charges and/or penalties. Administrative charges are made in respect of the extra time and effort necessitated by their conduct. The range of sanctions and charges is as follows:
 - Dismissal - the complaint of misbehaviour is found to be erroneous, false, unproven or trivial and dismissed.
 - Reparation - the resident is charged the cost of damage repair or replacement.
 - Apology - the resident is required to make a formal written apology to those affected by the misbehaviour.
 - Reprimand - the resident receives a written reprimand for their misbehaviour.
 - Behavioural Contract - the resident is required to agree a contract of specific behavioural improvements.
 - Administrative Charge - the resident is charged the cost of Accommodation Services staff time and clerical support: visits/inspections - £10 - £30 per visit, letters (including warnings) - £10 - £20 per letter, meetings with staff - £10 - £50 per meeting, emergency call-outs (out of hours) - £10 - £50 per call-out, office administration - £25 per hour
 - Formal Warning – the resident receives a formal written warning.

- Housing ban - the resident loses the right to apply for and gain accommodation in hall in the future.
- Notice to Quit - the resident is issued with Notice to Quit the accommodation, normally of 28 days.

Students will be advised in writing of the outcome of the hearing and any charges will be added to their hall fee account.

d) Appeals

A student may appeal against a finding of blameworthiness or a penalty imposed under the Code of Behaviour. The appeal must be made in writing to the Director of Facilities Management within 10 working days of the written notification of the penalty imposed.

- i. Following submission of an appeal, the Director of Facilities Management or their nominee will undertake a preliminary review of the appeal. Where the preliminary review identifies that the appeal does not have substance within the accepted grounds for appeal stipulated below, the student shall be informed of this decision in writing and the Facilities Management Office will issue a Completion of Procedures letter advising that this disciplinary process has been completed. Where the preliminary review identifies that the grounds for appeal are accepted as valid, the appeal may be considered by the Director of Facilities Management.
- ii. The student may only appeal on one or more of the following grounds, which must be specified in the letter of appeal:
 - There has been a procedural irregularity or a failure to observe the provisions of these Regulations. It shall be for the Director of Facilities Management to determine whether any such irregularity or failure to observe the provisions of the Code of Behaviour brings into question the decision of the original hearing.
 - The conclusions of the Hearing cannot, having regard to the evidence submitted, be reasonably sustained. Fresh evidence may be advanced in support of an appeal only where it could not reasonably have been made available at the time of the original hearing.
 - The penalty imposed is excessive, inappropriate, or not available under the provisions of these Regulations.
- iii. The appeal considered by the Director of Facilities Management will be limited to the grounds stated in the student's letter of appeal and should not take the form of a rehearing of the original complaint. The Director of Facilities Management will be provided with the report of the Hearing but will not at this time interview the appellant or any witnesses.
- iv. If the Director of Facilities Management is satisfied that there is sufficient evidence of substantive defects in procedures which might have resulted in wrong finding or that there may have been an excessive penalty applied, the student may be invited to a further hearing.
- v. The Director of Facilities Management may impose the following:
 - Reject the appeal, in which case the original penalty imposed will stand
 - Substitute such other penalty from the list of sanctions available in Section c) ii) as it considers appropriate. This penalty may be either less or more severe than the original penalty.
- vi. The Director of Facilities Management shall consider his or her decision in private and shall notify the appellant of the decision within five working days. The decision of the Director of Facilities Management shall be final and no further appeal may be permitted within the University. The Facilities Management Office will issue a Completion of Procedures letter advising that the disciplinary process has been completed.

ADDITIONAL INFORMATION FOR STUDENTS LIVING IN UNIVERSITY ACCOMMODATION

1 Inventories

Residents are issued with an individual inventory form for their bedroom and a group form for their kitchen and communal areas. These forms must be completed and returned immediately after taking up residence. The condition of the bedroom and communal areas will be checked against these forms when residents vacate and charges may apply where damage and/or missing items not noted on these forms is found. If you are not given the relevant inventory forms when you take up residence, you are advised to contact the campus Accommodation Office for information on how to obtain them.

2 Resident Assistants

Resident Assistants (RAs) are employed to provide advice and guidance in the residences. They live on site and provide a link between the University and its resident students by helping foster a good living environment with special regard to student welfare, discipline and safety particularly in the evenings and at weekends. Residents who require advice or assistance that cannot be obtained from an Accommodation Office should contact an RA.

Residents are advised to read the local information packs provided at the start of the year or enquire at the Accommodation Office / Reception Desk for the names, addresses and duty telephone numbers of the RAs at their particular accommodation.

RAs are trained in First Aid and First Aid kits are kept at the Reception Desk and/or RAs' flats/rooms at all sites. Students are advised to go to these locations if assistance is required.

3 Meals

All University-managed accommodation is self-catering and students must provide their own cutlery, crockery, pots, pans and utensils. Students are reminded to show consideration in the use of communal kitchens with particular consideration given to cleanliness, respect for other residents' property and the shared use of space.

4 Safety & Security

Experience has shown that crimes do from time to time occur in the halls of residence. Students are advised to keep their doors locked at all times and not to allow strangers into their accommodation – authorised personnel and bona fide residents should always have keys and personal ID. Any stranger claiming to be a friend of a fellow resident should only be admitted by the person they are visiting. Windows – particularly on lower floors – should be kept closed when residents are not in and closed or on trickle vent when residents are asleep. In flats with interconnecting doors, these doors must not be opened by residents except in cases of emergency as opening these doors poses a threat to security. Detailed information about safety and security at your hall is included in the "Resident Students Handbook."

5 Insurance

Block insurance coverage for students is included in the accommodation fees. Students may wish to purchase additional cover. For further information about the policy, making a claim and/or purchasing additional coverage is available at www.endsleigh.co.uk/reviewcover.

6 Television Licence

The same rules apply to residents of University-managed accommodation as to anyone else. It is the responsibility of any resident wishing to use a TV in the accommodation to obtain a TV Licence before doing so. Residents using a TV without a valid licence could face a fine of up to £1,000.00. When a television is moved to a new address, it is no longer covered under the previous address. Residents who are sharing a flat with others with televisions in individual study bedrooms will need individual licences. For further information, call 08705 763 763 or access the TV Licence website at www.tv-l.co.uk. Payment of the licence can be arranged by phoning 0845 602 7777 or using the website.

7 Parking

Parking charges apply at the Avery Hill and Medway Campuses. There is no parking available for students at the Greenwich campus or residents living in halls of residence in Greenwich.

At the Avery Hill and Medway Campuses, students and visitors can pay hourly or daily to park on the campus. Residents also have the option of purchasing an annual permit.

Full information about transport, travel and parking is available at <http://www2.gre.ac.uk/current-students/parking>.

8 Accidents & Incidents

All accidents and other serious incidents involving damage to persons or property should be reported to a Resident Assistant or the Manager and an Accident/Incident Report Form should be completed. These forms are available from Resident Assistant or from the Accommodation Office.

9 Personal Belongings & Storage

Residents are required to remove all personal belongings from the accommodation at the end of the period of residence (see section 1d). The University is unable to provide storage facilities and residents who wish to leave their belongings over vacation periods, etc. are required to make their own arrangements for their removal and storage (information about storage companies is available from the Accommodation Office). Any items remaining in bedrooms and communal areas after students have vacated will be disposed of.

10 Resident Handbooks

Each hall of residence has its own "Resident Students Handbook" to provide you with specific information about the hall in which you reside including the staff, facilities, functions and services available to assist you during your period of residence. You should be issued with this handbook upon arrival but if you are not given one when you move in, you can obtain a copy from the Accommodation Office. Please ensure that you read this document carefully.

11 Complaints Procedure

All problems and difficulties relating to your licence agreement and residence in University-managed accommodation should be immediately reported to the relevant managers. The Accommodation Service will attempt to resolve all such difficulties. However, if a problem is not resolved after all attempts at resolution have been made by local managers, you may pursue a formal complaint according to the following procedure.

A full copy of these procedures can be provided to you by the Manager upon request or from the university's website at <http://www.gre.ac.uk/students/regs/complaints>.

APPENDIX: **SAMPLE ACCOMMODATION LICENCE AGREEMENT**

This is a sample copy of the contract that residents of University accommodation will be required to sign upon arrival before taking up residence. Please read this document carefully.

ACCOMMODATION LICENCE AGREEMENT

between

(FIRST NAME) (LAST NAME) ("the Student") and the University of Greenwich ("the University")

Definitions:

"The Accommodation": **(ROOM NUMBER)** or any other room of a similar type in the Hall which the University may allocate to the Student in accordance with the terms of this Licence, with in each case the right to shared use of any communal area within the Hall or the flat containing that room (as the case may be).

"Hall": **(SITE)**

1. By this Agreement the University grants the Student a Licence to occupy the Accommodation from **(LICENCE START DATE)**, until **(LICENCE END DATE)** upon the terms and conditions set out and incorporated herein.

1a. The Student is required to vacate the Accommodation no later than 10:00am on the day after the licence expires.

2a. The Student will pay a deposit of £400 to be held by the University for the duration of the licence period. The deposit will be returned to the Student upon departure less any claims for loss, damage or outstanding fees.

2b. The Student will pay accommodation fees of **(WEEKLY LICENCE FEE)** per week until **(LICENCE END DATE)**

2c. Payment is required to be made as follows: -

On arrival

TOTAL £**(TOTAL FEES)**

Payment is to be made in advance as listed above or the total fees can be made in different instalments in accordance with one of the payment schedules outlined in Section 2b of the "University Accommodation 2011 - 2012 Regulations". (see item 4. below).

3. The University reserves the right to allocate the Accommodation to students in accordance with academic and administrative needs and requirements. The Student may be required from time to time and with reasonable notice to accept re-allocation to an alternative room of a similar type within the Accommodation or another hall of residence. In that event the terms of this Agreement will apply to the alternative room so allocated.

4. The whole terms and conditions of the Regulations in the "University Accommodation 2011 - 2012 Regulations " issued by the University of Greenwich are deemed incorporated herein as terms and conditions of this Agreement.

5. The whole terms and conditions of this Agreement, including the requirements to pay accommodation fees and to comply with the Regulations incorporated herein, are material obligations and breach by the Student of any of these terms and conditions may lead to termination of this agreement or other sanctions.

6. The Student accepts joint responsibility together with other residents for any communal areas within the flat or Hall shared with other residents. The Student will be liable together with other residents for a share of the cost of any damages or loss attributed communally in accordance with Section 6b of the "University Accommodation 2011 - 2012 Regulations".

7. The Accommodation is granted to the Student under the terms and conditions of this Licence. This Agreement may not be assigned by the Student nor may the Accommodation be sub-licensed by the Student

8. If the Accommodation is not ready for occupation at the start of the licence period then the University shall provide suitable alternative accommodation for the Student at the University's expense until the Accommodation becomes ready for occupation by the Student. The Student shall continue to pay the accommodation fees and deposit and any other sums due under this Agreement and insofar as applicable the terms of this Agreement shall apply to the Student's occupation of the alternative accommodation.

I have read the Accommodation Licence Agreement and the Regulations in the "University Accommodation 2011 - 2012 Regulations" and I agree to be bound by all the terms and conditions therein. I acknowledge that the Accommodation is granted on a licence to enable me to pursue a full-time course of study at the University.

Signed by the StudentSAMPLE AGREEMENT - DO NOT SIGN.....

Signed for the University as LandlordSAMPLE AGREEMENT - DO NOT

SIGN..... DatedSAMPLE AGREEMENT - DO NOT DATE.....