

Accommodation General Regulations 2021-22

This document includes important information about your rights and obligations when living in UCL Accommodation.

CONTENTS

CONTENTS	2
SECTION A – UCL ACCOMMODATION PROMISE	4
SECTION B – LICENCE AGREEMENT	6
1 PRELIMINARY	6
2 DURATION OF YOUR LICENCE AND UCL’S RIGHT TO MOVE YOU TO OTHER ACCOMMODATION	6
3 TERMINATION OF LICENCE AGREEMENT BY UCL.....	7
4 WHEN YOU CAN TERMINATE THIS LICENCE AGREEMENT	8
5 FEES.....	9
6 WHAT UCL ACCEPTS LIABILITY FOR AND LIMITS ON UCL’S LIABILITY TO YOU....	12
SECTION C – GENERAL REGULATIONS	14
1. Emergencies in Halls.....	14
2. Luggage	14
3. Study Bedroom.....	14
4. Inventory	14
5. Occupants of Twin Rooms	15
6. Occupation of Your Room	15
7. Smoking Policy.....	15
8. Meal Cards	15
9. I.T. Provision	16
10. Cleaning	16
11. Pest Control	16
12. Window Restrictors	17
13. Hall Exteriors and Prohibited Areas.....	17
14. Prohibited Items and Activities	17
15. Fire Safety.....	18
16. Pets	23
17. Noise	23
18. Visitors	23
19. Charges.....	24
20. Role and Authority of Wardens and Student Residence Advisers.....	24
21. Drugs.....	25
22. Sexual Harassment and Sexual Violence	26

23.	Leaving your Hall.....	26
24.	Deposits	26
25.	Further Regulations, Guidance and Instructions to Students	27
26.	UUK Code	27
27.	Complaints and Escalation Procedure	27
28.	Compensation Claims	29
29.	Electoral Register	31
30.	Maintenance.....	31
31.	Snow and Ice	31
32.	TV Licensing	31
33.	Parties	31
34.	Temporary Absence	32
35.	Mental Wellbeing.....	32
36.	Student of Concern	32
37.	Misconduct on Campus or in Student Accommodation.....	33
38.	Personal Problems.....	33
39.	Registering with a GP.....	34
40.	Discrimination and Personal Harassment	35
41.	Information for International Students	35
42.	Use of your Personal Data by UCL	35
43.	Relocation	35
SECTION D – COVID-19 ADDENDUM TO THE ACCOMMODATION GENERAL REGULATIONS.....		38

SECTION A – UCL ACCOMMODATION PROMISE

UCL Accommodation strives to offer welcoming, comfortable and secure accommodation. We are committed to providing a supportive and friendly environment for all students, staff and visitors who use our services. Living in University accommodation is a community experience that the vast majority of students enjoy. Regulations are necessary to ensure the smooth operation of UCL accommodation. In essence, the Accommodation General Regulations (the “General Regulations”) (set out in Section C of this document) are built around a few general principles:

- Behave in a manner that shows respect for your fellow residents, staff and visitors; being particularly mindful of safety, security and peace of mind.
- Respect the building you live in and its furnishings so that future generations of students can enjoy it.
- Be aware of the regulations governing the terms of your occupancy and the payment of fees.
- Be aware of UCL’s Code of Conduct for Students <http://www.ucl.ac.uk/srs/academic-manual/c1/code-of-conduct>
- Be aware of UCL’s Disciplinary Code and Procedure in Respect of Students <http://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code>

We promise to:

1. Be friendly, courteous and helpful whenever we speak to you
2. Regularly review our standards against your feedback, to improve our service
3. Ensure staff listen and resolve accommodation enquiries or direct you to an appropriate contact
4. Endeavour to respond to written complaints promptly in accordance with Regulation 27
5. Agree a timescale with you for keeping you informed of the progress, if the matter is complex
6. Promote equality and diversity by treating all individuals with dignity, respect and sensitivity.

Before your admission to UCL accommodation, you are required to accept and abide by the General Regulations and such other rules applicable to the accommodation that UCL may make from time to time.

Important terms in your Licence Agreement and General Regulations

The terms on which you are entitled to occupy your accommodation are set out in your Licence Agreement (Section B), the General Regulations (Section C) and the Covid 19 Addendum to the General Regulations (“the Addendum”) (Section D). You are advised to read the Licence Agreement, the General Regulations and the Addendum carefully before accepting an offer of accommodation.

Your **Licence Agreement** contains several important terms, including:

- The obligation to pay accommodation fees (point 5, page 9).
- The duration of your licence (point 2, page 6).
- The grounds on which UCL may terminate your licence early, for example if you breach the standards of behaviour required by the General Regulations (point 3, page 7).
- The circumstances in which UCL might require you to move rooms or relocate to other accommodation (points 2 and 3 in your Licence Agreement, Regulation 43 of the General Regulations, and the Addendum).
- Your liability to pay additional fees if you are late in paying accommodation fees, or if you lose your keys, fob or swipe card (points 5 (b) and 5 (c) page 10).
- Your liability to pay additional charges if your accommodation or any communal areas, furniture or facilities are damaged or left in an unacceptable state (point 5(e), page 11) and see also Regulations 19 and 23 of the General Regulations).
- A room inventory is provided on arrival for you to complete and return to the site office within 48 hours of moving into your room. This inventory will be used at the end of your contract to determine any damages and charges attributed to you (point 5(e), page 12).
- The requirement to comply with relevant UCL regulations (point 1, page 6), some breaches of which may lead to early termination of your licence and/or termination of your studies (point 3, pages 7-8). Less serious breaches can lead to charges, as explained in the examples given in this document.
- Restrictions on UCL's liability for matters such as theft or damage to your property and we recommend that you obtain appropriate insurance for your belongings (point 6.1(d), page 12 and point 6.2, page 13 and Regulations 27 and 28 of the General Regulations).
- Circumstances in which UCL might pay compensation for example if there is a major disaster that closes your building, or in certain circumstances where services to your accommodation fail and the time limits for notifying such claims (points 6.1(e)-(f), page 12-13, and Regulations 27 and 28 of the General Regulations).
- The requirement to pay a deposit and the circumstances in which UCL may retain all or part of the deposit at the end of your licence (point 5 (a), page 9).

The **General Regulations** also contain important information, including:

- Safety and emergency evacuation procedures (Regulation 15 of the General Regulations).
- The procedure and time limits for submitting complaints (Regulation 27 of the General Regulations).
- The requirement to register with a GP (Regulation 39 of the General Regulations).
- The requirement not to sub-licence your room (Regulation 6 of the General Regulations).

SECTION B – LICENCE AGREEMENT

UCL Accommodation Licence Agreement (the “Licence Agreement”)

1 PRELIMINARY

University College London (“UCL”) hereby licences you a study bedroom (the “Accommodation”) on the understanding that such occupancy is as a licensee, which gives you a contractual right to occupy a study bedroom, and not as a tenant. As a licensee, you have no legal interest in the Accommodation. This Licence Agreement is legally binding.

You must comply with all the requirements set out in your Licence Agreement as well as those in:

- The Accommodation General Regulations (the “General Regulations”)
- COVID-19 Addendum to the General Regulations (the “Addendum”).

Separately and in addition, as a student of UCL you must comply with the following:

- UCL’s Code of Conduct for Students
- UCL’s Disciplinary Code and Procedure in Respect of Students (the “Disciplinary Code”).

2 DURATION OF YOUR LICENCE AND UCL’S RIGHT TO MOVE YOU TO OTHER ACCOMMODATION

This Licence Agreement applies to the period commencing **25 September 2021** up to, and including, **25 June 2022 (14 September 2022 for a 50.57 week contract)***.

At the end of the contract period you will be required to vacate your Accommodation and remove your belongings by 10:00 am on **25 June 2022* (14 September 2022 for a 50.57 week contract)**. Any belongings left in your Accommodation after the expiry of your Licence Agreement will be deemed to be abandoned should you fail to take steps to recover the goods following notice to you that the goods may be disposed of. Notice of this will be left in your Accommodation if UCL does not have a forwarding address for you. Any loss incurred by UCL as a result of failing to remove goods on determination of the Licence Agreement, including any storage costs, may be deducted from your deposit.

During the term of your Licence Agreement UCL may require you to move to an alternative room where reasonably necessary in the interests of good estate management or otherwise permitted under the terms of this Licence Agreement and the General Regulations, in accordance with Regulation 43 of the General Regulations.

This Licence Agreement is personal to you and is not transferable.

* **4 January 2022** for students holding a 1st Term only Licence Agreement.

3 TERMINATION OF LICENCE AGREEMENT BY UCL

The licence granted by Clause 2 of this Licence Agreement may be terminated by UCL giving at least 14 days' written notice if you are in serious or persistent breach of any of your obligations under this Licence Agreement or the General Regulations or the Addendum as updated from time to time, including, but not limited to:

- You cause damage to your Accommodation and or the furniture and or the equipment, fixtures and fittings in your Accommodation such that it is not reasonably usable for residential purposes (Regulation 4 of the General Regulations)
- You commit an act of gross misconduct or engage in illegal activity, including but not limited to, sexual harassment or sexual violence, harassment, violent, threatening or offensive behaviour, vandalism and drug use (including substances defined under the Psychoactive Substances Act 2016) (Regulations 21, 22 and 40 of the General Regulations),
- You misuse Fire Safety equipment, etc., including maliciously triggering the fire alarm or covering or damaging smoke detectors (Regulation 15 of the General Regulations)
- You engage in anti-social behaviour including, but not limited to, repeated incidents of excessive or persistent noise, abusive or threatening behaviour, vandalism etc (Regulations 17 and 40 of the General Regulations.)
- You are suspended from UCL in advance of a disciplinary hearing pursuant to the Disciplinary Code, and a UCL risk assessment deems termination of your Licence Agreement to be an appropriate and proportionate step
- You sub-licence your Accommodation or otherwise part with or allow any third party into possession (Regulation 6 of the General Regulations)
- You are in possession of or use illegal substances, including legal highs (Regulations 14 and 21 of the General Regulations)
- You make persistent call outs for non-emergency reasons at unreasonable hours (after 23:00 and before 08:00) (Regulation 1 of the General Regulations)
- You tamper with window restrictors (Regulation 12 of the General Regulations)
- You use cooking equipment, humidifiers or irons in your Accommodation (Regulation 14 of the General Regulations)
- You have prohibited items in your Accommodation (Regulations 7 and 14 of the General Regulations)
- You smoke (including e-cigarettes or vape pens) in your Accommodation or anywhere in the halls (Regulation 14 and Regulation 7 of the General Regulations)
- You play ballgames in your Accommodation or any part of the halls (Regulation 14 of the General Regulations)
- You have a pet in your Accommodation (Regulation 16 of the General Regulations)
- You fraudulently obtain a meal from the catering provision at the halls in which your Accommodation is located for a non-resident (Regulation 8 of the General Regulations)
- You enter Prohibited Areas and or take action likely to cause injury or impair the safety of others (Regulations 12, 13 and 15 of the General Regulations)

Following termination of your Licence Agreement court proceedings may be issued should you fail to give up possession of your Accommodation pursuant to any notice served to determine this Licence Agreement.

This Licence Agreement may also be terminated, upon giving you at least 14 days' notice in writing, if you cease to be a student at UCL. Similarly, if you withdraw or intermit from your studies at UCL, you are required to leave your Accommodation within 14 days of the date of your withdrawal or intermission from UCL. If you choose to leave UCL you will continue to be held liable for accommodation fees until the later of:

- (i) the date you leave your Accommodation and return your keys; and
- (ii) the date that official confirmation is received from Student Records that you have withdrawn or intermitted from UCL.

UCL shall also have the right to relocate you to other accommodation, where reasonably necessary in accordance with Regulation 43 of the General Regulations.

4 WHEN YOU CAN TERMINATE THIS LICENCE AGREEMENT

Except under the following circumstances you shall not be entitled to terminate this Licence Agreement which shall in any event terminate on **25 June 2022 (14 September 2022 for a 50.57 week contract)*** and you undertake to remain in occupation of the Accommodation throughout the said academic year and make all payments required.

(a) During the first term

If you would like to leave your Accommodation after your arrival during the first term you can give notice at any time by submitting a **Notice to Quit** request online at <https://www.ucl.ac.uk/accommodation/portal>. If a suitable replacement student is found, you will remain liable for your accommodation fees until the replacement student takes over your Accommodation. A suitable replacement student is a UCL student who is not currently in UCL accommodation and is deemed to be suitable in UCL's reasonable opinion. If no suitable replacement is found, you remain liable for your accommodation fees until the end of the first invoicing period which is **8 January 2022***.

(b) At the end of the first term

If you would like to leave your Accommodation at the end of the first term you are required to give at least 28 days written notice prior to **8 January 2022** i.e. you must complete and submit a **Notice to Quit** request online at <https://www.ucl.ac.uk/accommodation/portal> no later than **10 December 2021**. If you submit the notice after **10 December 2021** you will remain liable for your accommodation fees until a suitable replacement student takes over your Accommodation. A suitable replacement student is a UCL student who is not currently in UCL accommodation and is deemed to be suitable in UCL's reasonable opinion. However, if no suitable replacement is found you remain liable for your accommodation fees until the end of the third term for invoicing purposes, which is **25 June 2022 (14 September 2022 for a 50.57 week contract)***.

(c) During the remaining terms

If you would like to leave your Accommodation during the remaining terms you must submit a **Notice to Quit** request online at <https://www.ucl.ac.uk/accommodation/portal>. If a suitable replacement student is found, you will remain liable for your accommodation fees until the suitable replacement student takes over your Accommodation. A suitable replacement student is a UCL student who is not currently in UCL accommodation and is deemed to be suitable in UCL's reasonable opinion. If no suitable replacement is found, you remain liable for your accommodation fees until the end of the contract date which is **25 June 2022 (14 September 2022 for a 50.57 week contract)**.

Please note: if you give notice to quit at any time but do not move out or return keys/swipe cards/fobs to the Site Team, this Licence Agreement and your liability for accommodation fees (and all other terms under this Licence Agreement) will continue as if the notice to quit was not given.

* **4 January 2022** for students holding a 1st Term only Licence Agreement.

The UCL Accommodation Office maintains a list of students who are seeking UCL allocated accommodation. If you wish to leave UCL allocated accommodation early, they may be able to assist in finding another suitable student to take your place. All enquiries of this nature should be made to the UCL Accommodation Office accommodation@ucl.ac.uk

5 FEES

(a) Accommodation Fees and Deposit

Accommodation fees are payable by you each term on demand. You can view the weekly fees for UCL accommodation at <https://www.ucl.ac.uk/accommodation/fees-guidance-and-payment>. You will be notified via your UCL email account when your invoices are available on your Portico account. The payment due date will be indicated on your invoice. Your accommodation fees will not be reduced to take account of any periods when you did not occupy your Accommodation.

Accommodation fees may be paid by the following methods:

- **All major credit cards** *except* Diner's Club, American Express, Discovery and JCB.
 - **To pay online** visit <http://www.ucl.ac.uk/payonline>. You will need your UCL Student Number which is quoted on all communications UCL sends you.
- **Bank transfer** to the UCL Residences Account, account number 70116009, Barclays Bank Plc, 6-17 Tottenham Court Road, London, W1T 1BH, sort code 20-10-79. IBAN number: GB77 BARC 20 10 79 70 11 60 09. SWIFT number: BARC GB 22. Quote your name and UCL Student Number and send proof of transfer to UCL Accommodation Office, 117 Gower Street, London, WC1E 6AP. Bank

transfers are subject to variable bank charges by both the sending and receiving bank. These charges must be paid by you.

As part of the offer accept process to secure your place in UCL accommodation, you are required to pay a deposit of £250 by the deadline stated in your offer email. Any deposit paid by you can be used by UCL to cover any payments due from you under the terms of this Licence Agreement or to remedy any breach by you of the terms of this Licence Agreement.

(b) Non-Payment

If you are unable to pay you **MUST** inform the site office of your Accommodation of your circumstances to see if a payment plan is appropriate (but please note there is no obligation on UCL to agree any such plan).

If your accommodation fees remain unpaid by the due date and if you have made no formal repayment arrangement, UCL may pass all outstanding and future debts to an external debt collection agency, which may result in legal action through the Courts and a County Court Judgment made against you. In addition, where you are in arrears of your accommodation fees UCL may issue a notice (“a Notice to Quit”) terminating the Licence Agreement on 28 days’ notice unless the arrears are paid by the date stipulated in the Notice to Quit.

(c) Keys

On arrival a set of room keys will be issued to you by the site office of your accommodation. These keys form part of a security suite and cannot be duplicated except by the site office at your accommodation. The safekeeping of your keys is important and is your responsibility. If you lose your keys, you must immediately advise the site office at your accommodation, where you will be asked to present proof of identity.

You will be charged no more than the reasonable cost of replacing the keys, which may be in the region of:

- £40 charge to replace a set of room keys (includes electronic key fob, swipe/access card, room keys, post key)
- £20 charge to replace a fob/swipe or access card/single key (front door, post box, bicycle shed etc.)
- £5 charge for a replacement meal card
- £30 charge for a lock change (plus additional charge for room keys).

It is your responsibility to return your keys to the site office of the building in which your Accommodation is located when you leave your Accommodation at the end of your occupation under this Licence Agreement.

(d) Room Checks

UCL reserves the rights to access your Accommodation on reasonable notice (at least 24 hours' notice in writing, but sooner access may be required in an emergency) and all areas of the building (including student rooms/flats) are checked every term by UCL staff or their representatives, and communal areas are checked weekly against the following criteria:

- Acceptable cleanliness
- Damage to the fabric of the building
- Damage to furniture, fittings
- Introduction of prohibited items, e.g. un-fused/cubed adaptors, candles, use of cooking equipment in bedrooms, etc.
- Damage, misuse or loss of fire detection and firefighting equipment

(e) Your responsibility to pay for damage, loss of UCL property and cleaning costs

If:

(i) damage is caused to your Accommodation and the furniture, equipment, fixtures and fittings and or to any other property including to communal areas (for example shared kitchens and bathrooms) and the furniture, equipment, fixtures and fittings in them; and/or

(ii) you fail to keep your Accommodation and or any communal areas, including shared kitchens and bathrooms in an acceptably clean state as required by the General Regulations; and/or

(iii) you choose to vacate your Accommodation before the end of your Licence Agreement; and/or

(iv) any UCL property is taken from your Accommodation

then:

- you will be responsible for the reasonable cost of repair or replacement (whichever is cheaper) which you have caused by your negligence or wilful acts or resulting from the negligence or wilful acts of anyone you have invited into your Accommodation or the building of which your Accommodation is part, including the communal areas at the building. In instances where, after reasonable investigations, responsibility for damage caused to communal areas, such as shared kitchens and bathrooms, and or any furniture, equipment, fixtures and fittings in them, cannot be attributed to any individual or individuals, the reasonable cost of repair and replacement (whichever is cheaper) will be divided equally among the students permitted to use the relevant communal area.
- where cleaning is required, you will be charged back the same cost as the cleaning contractor charges UCL, no additional charges will be added. Where additional cleaning is required in communal areas, such as shared kitchens and bathrooms, and after reasonable investigations the responsibility cannot be attributed to any

individual or individuals, the cost the cleaning contractor charges to UCL will be divided equally among the students permitted to use the relevant communal area.

UCL may invoice you for the reasonable cost of repair or replacement and or the cost of the cleaning and you must pay the invoice within 28 days, or UCL may choose to deduct the relevant amount from your deposit.

Failure to pay an invoice may result in action being taken by UCL to recover those sums.

It is essential that you report any damage to the site office at your accommodation immediately.

You will be provided with a room inventory when you arrive at your Accommodation. You should complete this and return to the site team within 48 hours of moving into your Accommodation. The inventory will be used at the end of your Licence Agreement to determine any damages and charges attributed to you.

You are not, however, required to pay for disrepair caused by fair wear and tear.

6 WHAT UCL ACCEPTS LIABILITY FOR AND LIMITS ON UCL'S LIABILITY TO YOU

6.1 UCL will be liable:

- (a) For death or personal injury arising from its own negligence, or from its own acts or omissions that it is responsible for
- (b) For fraud or fraudulent misrepresentation that it is responsible for
- (c) In respect of any other rights or liabilities it has that may not be lawfully excluded or restricted (for example under the Consumer Rights Act 2015 or the Equality Act 2010)
- (d) For theft of, or damage to any of your property in your UCL accommodation where such theft or damage is caused by the negligence or wilful actions of UCL up to a maximum of £2,000 in total for one academic year
- (e) For compensation where services to your accommodation temporarily fail as a result of action or inaction by UCL or its contractors in accordance with the provisions of Regulation 27 and Regulation 28 of the General Regulations
- (f) For compensation in the event that there is a catastrophic failure of services or the destruction/inoperability of part of your building necessitating closure in accordance with the provisions of Regulation 27 and Regulation 28 of the General Regulations.

Claims for compensation under paragraphs 6.1(e) or (f) must be made in writing in

accordance with the provisions set out in Regulation 27 and Regulation 28 of the General Regulations.

6.2 Subject to paragraph 6.1 above, in accordance with the provisions set out in Regulation 27 and Regulation 28 of the General Regulations, UCL is not liable for:

(a) theft of, or damage to any of your property or the property of your invitees to your Accommodation and or the building of which your Accommodation forms part where such theft or damage is not caused by the negligence or wilful actions of UCL (for example where a third party steals or damages your property), or to the extent it exceeds the limitation under paragraph 6.1(d) above;

(b) any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by you or your invitees to your Accommodation and or the building of which your Accommodation forms part in the exercise or purported exercise of the rights granted by this Licence Agreement to the extent that such matters are caused or contributed to by you or your invitees acting negligently, wilfully or recklessly in disregard of the terms of this Licence Agreement;

(c) Compensation for noise caused by building works or maintenance works and or for changes resulting from such works, in facilities provided; or

(d) Compensation for a lack of service or amenity where the individual(s) affected is/are aware of but has/have failed to report as soon as reasonably possible, in writing, a fault to the Accommodation Manager, or where a fault or interruption of service has been caused by acts of vandalism by you or your guests.

6.3 A person who is not a party to this Licence Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this Licence Agreement.

SECTION C – GENERAL REGULATIONS

1. Emergencies in Halls

The site office is open 24/7. Contact the site team for assistance with any urgent problems. The contact number for the site team will be displayed in the reception area of your residence. Persistent call outs for non-emergency reasons at unreasonable hours (after 23:00 and before 08:00) is considered a breach of your Licence Agreement and may lead to termination of your Licence Agreement, therefore please consider the time and whether or not your call is an emergency before calling out of hours.

2. Luggage

If luggage is being shipped from abroad, it should be timed to arrive on or after your Licence Agreement start date. If you require luggage and items to be stored prior to your arrival, please contact <https://lovespace.co.uk/> or another company of your choice who can arrange collection and storage of your items. UCL will not store any item of luggage that arrives before your arrival.

3. Study Bedroom

The room allocated to you should be the one that you occupy for the duration of your Licence Agreement. UCL Accommodation does however reserve the right to change your room allocation if there are any problems, in accordance with Regulation 43. Please do not remove furniture from your bedroom; the Halls do not have room to store it.

Do not put furniture (or any other personal items) out in the corridors, which will compromise a fire exit route. Do not put furniture in other areas of the accommodation or students' rooms. Soft furnishings (for example soft chairs and sofas) are not permitted in the kitchens, except where they have been provided by UCL Accommodation.

If you bring any furniture with you, it must comply with the Furniture and Furnishings (Fire safety) Regulations 1988 (as amended in 1989, 1993 and 2010), and be labelled appropriately. All items provided by UCL Accommodation, including but not limited to curtains, shower heads, and lightshades should not be replaced with any other item. Please note that the cost of any repairs or replacement required as a result of ignoring this request will be charged to you. Rooms and kitchens will be inspected once a term; you will be informed in advance.

4. Inventory

A room inventory is provided on arrival and for you to indicate the condition of your Accommodation at the start of your Licence Agreement. You are required to complete an inventory within 48 hours of arrival. You are under an obligation to return the premises in a condition equivalent to that found on taking up residency. You must not cause damage to your room and or the furniture, equipment and fixtures and fittings in it. Any damage, save for reasonable wear and tear, will be the financial responsibility of the resident in accordance with clause 5(e) of the Licence Agreement and where you cause damage to your Accommodation and

or the furniture and equipment in your Accommodation such that it is not reasonably usable for residential purposes your Licence Agreement may be terminated. You must leave furniture, furnishings and other contents of the premises in the same room as shown on the room inventory.

Fixtures and fittings should not be unscrewed from the wall and moved. Carpets and other flooring should not be pulled up. Please note that the cost of any repairs or replacements required as a result of ignoring this request will be charged to you.

5. Occupants of Twin Rooms

It is not unusual for one of the occupants of a twin room to move out during the year. In the event of vacancies occurring in twin rooms, the University reserves the right to require twin room residents to move rooms, so as to obtain the maximum use of the accommodation. Further, where a vacancy exists for more than four weeks, the remaining occupant (in one half) will have a choice of (a) paying the single room rate and enjoying a single occupancy or (b) accepting that we may fill the vacant half. If the remaining student accepts a single occupancy, the outgoing student ceases to be liable from the date the single occupancy is created from. If the remaining student declines single occupancy, the outgoing student remains liable for accommodation fees under the Licence Agreement.

6. Occupation of Your Room

Your room is allocated on the basis of your sole occupancy, unless the room has been designated as a twin room by UCL, or with your partner/family in the case of couple/family accommodation. You must not allow any other person to occupy or share your room. Your Licence Agreement may be terminated by UCL if you sub-licence your room. UCL reserves the right to relocate you in accordance with Regulation 43 of these General Regulations to alternative accommodation, if your room becomes uninhabitable for example due to loss of heat, water or power or for welfare issues.

7. Smoking Policy

Smoking, including E-Cigarettes and vape pens, is not permitted anywhere in UCL Accommodation. Smoking is also prohibited immediately outside the entrances or open windows of UCL Accommodation. Smoking in non-designated areas is a disciplinary offence under the Disciplinary Code. Covering smoke detectors is a criminal offence and you may be subject to UCL's Disciplinary Code and/or termination of your Licence Agreement. In the interests of fire safety hookahs, shishas, and similar smoking devices are not permitted in UCL Accommodation. Any breach of this Regulation 7 may lead to termination of your Licence Agreement.

8. Meal Cards

A meal card will be issued for students in Ifor Evans Hall and Ramsay Hall on arrival. Cards must be shown at each mealtime. Meal tickets for guests can be purchased from the site offices, for which you will be invoiced on your Portico account. It is a breach of your Licence Agreement to

fraudulently obtain a meal for a non-resident by any means and this may lead to the termination of your Licence Agreement.

Breakfast and evening meals are provided Monday to Friday and weekend lunches for students in Ifor Evans Hall and Ramsay Hall. You must make your own arrangements for meals at the weekends, on Bank Holidays, College closure days, the Christmas vacation (three weeks) and one week during the Easter vacation, as no meals are served at these times.

9. I.T. Provision

All rooms have Wi-Fi provision. The cost of connection is included in your accommodation fees. Any damage to the network socket or equipment installed within rooms will be subject to a reasonable repair cost, based on the cost of repair of up to £100. For further information about the service, go to <https://www.ucl.ac.uk/isd/services/get-connected/halls-residence-network-connections> . Some UCL accommodation has computer cluster rooms for residents' use. Facilities in the computer cluster rooms are provided and maintained by UCL Information Systems, but issues can be reported to the Site Team.

10. Cleaning

The primary responsibility for keeping your room, bathroom (if you have an ensuite room), and kitchen (if you occupy a studio or flat) clean and tidy lies with you. In residences with shared or communal facilities, the primary responsibility for keeping shared or communal areas, including showers, toilets and kitchen facilities, clean and tidy falls to all residents who use the facilities.

Vacuum cleaners for student use are available in all halls.

You are also responsible for the removal of waste to the area specified by the Site Team and for recycling paper, glass, bottles, and cans.

Rooms and/or flats will be inspected from time to time and if areas fall below an acceptable standard for health, safety and fire regulations, then they will be closed off, brought back up to standard and a charge may be levied against resident(s) for cleaning and/or repair.

Communal kitchens will be cleaned once a week by UCL Accommodation's cleaning contractor. The residents who use these facilities are responsible for keeping the communal kitchen clean between these visits and removing waste to the area specified by the site team. Any kitchens reported by the cleaning contractor to the site office as being at an unacceptable level of cleanliness will be inspected by the site team and the residents who use these areas provided with a warning to bring the area back to an acceptable level or charges for additional cleaning will be implemented as per Regulation 19.

11. Pest Control

From time-to-time unwanted vermin and insects may be detected within buildings. We have pest control operatives contracted to UCL Accommodation to carry out preventative and reactive pest

control. Pests thrive in areas where food remnants are present, therefore you should ensure that all food is sealed before storing, food spillages are cleaned up immediately and cooking items and plates are cleaned after use. Should you detect any unwanted pests please inform the Site Team as soon as possible. Any such reports will be passed on to the relevant contractor on the same day or on the first working day after the report if it is made out of hours. The contractor will respond within 48 hours.

12. Window Restrictors

For safety and security reasons, windows are fitted with restrictors and you are not permitted to tamper with or remove window restrictors in your accommodation. Tampering with or removing window restrictions in your accommodation is a breach of your Licence Agreement and may lead to termination of your Licence Agreement. It is also a disciplinary offence under the Disciplinary Code to take action likely to cause injury or impair the safety of others. A charge may be levied for the cost of repair or reinstatement of the damaged or missing window restrictors.

13. Hall Exteriors and Prohibited Areas

You must not throw or drop items from windows or doors in your Hall. All roof areas, balconies, parapets and ledges are out of bounds. There are several different types of potentially hazardous areas into which entry is prohibited. You are not permitted to enter boiler rooms, electrical intake/riser cupboards, lift motor rooms or commercial kitchens (Ifor Evans Hall and Ramsay Hall). Prohibited Areas have notices on access doors stating that there is a hazard within. Entering a Prohibited Area will be a breach of your Licence Agreement and may lead to termination of your Licence Agreement. It is a disciplinary offence under the Disciplinary Code to enter any Prohibited Area. It is also a disciplinary offence under the Disciplinary Code to take action likely to cause injury or impair the safety of others.

14. Prohibited Items and Activities

To ensure the health, safety and comfort of residents and staff, the following items and activities are prohibited in UCL halls. Breaching this Regulation may be a disciplinary offence under the Disciplinary Code and may lead to termination of your Licence Agreement. Prohibited items found will be removed and held until you move out.

- Kettles and toasters are provided in each kitchen – students should not bring their own.
- Cooking equipment may be stored in bedrooms; however, cooking must only be undertaken in designated kitchen areas. Under no circumstances should equipment including but not limited to toasters, kettles, microwaves, rice cookers, sandwich makers, grills or hotplates be used in bedrooms.
- Refrigerators are not permitted in bedrooms unless required for a specific medical condition. If you would like to request permission to have a refrigerator in your room on medical grounds you must contact the UCL Student Disability Services prior to your arrival.
- Students should not use or store portable heat equipment.

- Students should not use or store firearms (including legally held and imitation firearms) or other weapons or dangerous substances such as explosives, knives (other than those used for food preparation) and fireworks.
- Students should not use or store mood lighting such as fairy lights (battery operated permitted).
- Students should not use or store humidifiers.
- Students should not use or store dart equipment.
- Students should not use or store plug-in air fresheners.
- Students should not use or store items which have a potential for a naked flame such as candles, incense sticks/fragrance burners/joss sticks, aromatherapy burners, hookah and shisha pipes, oil lamps and barbecue equipment.
- Students should not use multi-way cube adaptors, non-fused electrical equipment, overloaded extension cords or any electrical equipment in disrepair.
- The playing of ballgames is not permitted in any part of the accommodation.
- Students should not use or store illegal substances including legal highs. See Regulation 21 for more information.
- Smoking, including e-cigarettes and vape pens, is not permitted anywhere in the accommodation or halls. Please see Regulation 7 above for more information.

15. Fire Safety

15.1. Fire Action Notices

You should be familiar with the correct action to take both upon discovering a fire as well as upon hearing the fire alarm sound. This information is provided on the **Fire Action Notices** displayed in corridors and in rooms. Please read the instructions carefully and make yourself familiar with the local fire exit routes and the location of the fire alarm call points.

On discovery, or being made aware, of a fire:

- Immediately raise the alarm (**if not already activated**) by operating the nearest fire alarm manual call point.
- Dial **999** (or **112**) and request the fire brigade. Your address is provided on the fire action notices.

Note – please mind the road traffic and other pedestrians when evacuating and waiting on the pavement.

On hearing the fire alarm

- **Make sure** anyone in the room with you is fully awake and aware of the fire alarm activation.
- **Evacuate the building** by your nearest available escape shutting all doors behind you.
- **Go immediately to the designated Fire Assembly Point** for the residence.
- **During winter months and colder days**, remember to put shoes on and take a warm coat with you.
- **At all times**
 - **Act** quickly and calmly;

- **Do not** waste time collecting personal belongings; and
- **Do not** run.

15.2. Means of Escape

Corridors, landings, stairs & exits from a building are major escape routes in case of fire. **Please do not** obstruct these areas by storing or placing bicycles, personal belongings or rubbish on these routes.

15.3. Fire Doors

Fire doors are provided for all accommodation rooms, corridors, kitchens, storerooms and stair enclosures and are generally signed '**Fire Door Keep Shut**' and fitted with self-closing devices. They are essential in preventing the rapid spread of fire and smoke.

You must not obstruct or wedge the doors or remove the self-closing devices. If the door is damaged or not fully closing, then you must report this to the Accommodation Manager for immediate repair works to be undertaken. Fire doors are critical life safety equipment that prevent the travel of dangerous smoke & hot gasses into escape routes. Misusing fire equipment and doing any action likely to cause injury or impair the safety of others are disciplinary offences under the Disciplinary Code and a charge may be raised if the door needs to be repaired or replaced and this may lead to the termination of your Licence Agreement.

DO NOT WEDGE OR HOLD KITCHEN FIRE DOORS OPEN UNDER ANY CIRCUMSTANCES - KEEP FIRE DOORS CLOSED TO PREVENT UNWANTED FIRE ALARMS

15.4. Fire Alarms

Fire alarms are provided to give warning in case of fire, as smoke and fire can spread very quickly. Always leave the building immediately upon hearing the fire alarm by the nearest available exit (you should be familiar with your escape routes and Fire Assembly Point). To prevent accidental activation of smoke detectors

- **Do not** cook (including toast) in bedrooms and only use designated kitchens, keeping the fire doors closed at all times;
- **Do not** use hair spray under or near the smoke detector;
- **Smoking is not permitted** in any Halls of Residences;
- **Candles and aromatherapy burners are not permitted** - please do not use for your own safety and that of others in the residences;
- Please remember to shower with the cubicle doors closed as steam may activate smoke detectors in the outer areas causing an unnecessary evacuation.

15.5. Fire Extinguishers

Fire extinguishing equipment has been provided throughout Student Halls of Residences. **Do not** interfere with pins, tags or maliciously set off the fire extinguishers; misusing fire

equipment and doing any action likely to cause injury or impair the safety of others are disciplinary offences under the Disciplinary Code. A charge may be raised for refilling or replacing extinguishers. These extinguishers are **life safety equipment** and for use in the event of a fire.

15.6. Fire Evacuation Drills

Meetings will be held in each of the residences early in the first term to elaborate on the above procedure, to hold a fire drill and to answer queries from residents. Further fire drills may take place without notice at any time.

15.7. General Precautions

Any person found interfering in any way whatsoever with fire-fighting equipment or alarms, other than for proper use, will be committing a serious breach of the terms of their Licence Agreement. In addition, misusing fire equipment and doing any action likely to cause injury or impair the safety of others are disciplinary offences under the Disciplinary Code and may lead to the termination of your Licence Agreement. All such persons will be referred to the Warden or Accommodation Manager or the Registrar, as appropriate, who will take disciplinary action against the student in accordance with the Disciplinary Code. However, such action will not preclude an independent action by the Fire Authority (London Fire Brigade) under appropriate legislation. Frivolous discharge of fire extinguishers will be charged to the individual or to all residents of the residence if the culprit is not known. In particular, you should act in accordance with the following:

- **Smoking, including e-cigarettes and vape pens, is NOT permitted in UCL Halls of Residences (or any UCL premises).**
- The **use of candles, incense, fireworks or hookah pipes is NOT permitted** in any UCL Halls of Residence.
- **Always**, switch off electric fires, heaters and all other electric appliances and lights when you leave your room and at night.
- **Do not** use paper light shades or paper masking on any light fitting.
- **Do not** use plastic or wicker waste paper bins, and empty waste paper bins every day.
- **Never**, hang washing on or near Convector Heaters and do not obstruct the airflow around these types of heaters in any way.
- **Never**, leave the kitchen when you are cooking food and be especially careful with hot fat and oil.
- **Do not cook in your bedrooms** - the use of portable heating and cooking equipment / BBQ's is **strictly forbidden** in your room.
- **Do not** bring hazardous substances into your room even from laboratories or other UCL premises.
- **Plug-in air fresheners are not permitted** – these have been identified as the cause of several large fires, including fatal fires.
- **Surfaces and equipment in drink and food preparation areas** - must be kept clear of combustible materials. For example, paper towels, paper plates, plastic cups,

cutlery and polystyrene type products, which should be stored in cupboards or non-combustible containers.

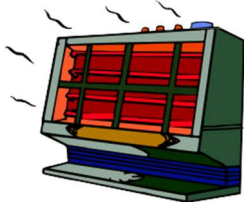

- **Electric power adapters and extension leads** - must not be used for drink and food preparation equipment. Electrical equipment must be inspected and Portable Appliance Tested to comply with Electricity at Work Regulations 1989.



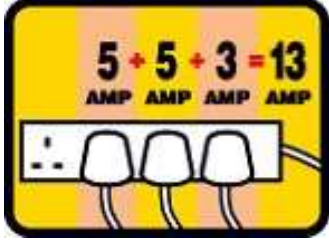

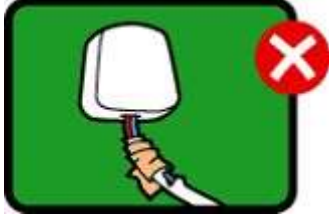

15.8. Electrical Safety

While staying in UCL Accommodation, you should:

- only use 230v equipment with an appropriate and correctly designed plug or adaptor.
- only use fused power boards/extension cords/trailing style adaptors
- ensure the maximum load for any one socket should not exceed 13 amps.
- only use one adaptor per socket – don't plug one adaptor into another and try to keep to one plug per socket
- not allow flexes to trail across floors.
- not use cuboid adaptors.
- not use faulty or damaged equipment
- not leave appliances on overnight unless they are designed to be left on.
- not get electrical appliances wet.
- not put anything in the microwave that is made of metal, or has a metallic finish or parts
- not use portable heaters
- not use adapters on pendant light fittings
- ask your Site Team or Wardens to explain how to use any UCL electrical equipment you do not know how to use eg stoves.

UCL Accommodation will provide one adapter per room; two adapters are provided in twin rooms.

<p>Do not use portable heaters</p>		
---	--	---





<p>Do not use cuboid or unfused adapters</p>		
<p>Only use fused power boards with a length of cable. Maximum load for any one socket should not exceed 13 amps</p>		
<p>Check electrical leads and plugs for wear and tear and faulty wiring; Throw away and replace damaged cables. Never use tape to mend or join cable. Frayed leads or exposed internal wires are fire risks.</p>		

You must take responsibility for your own safety and check regularly for the following danger signs including:

- a smell of hot plastic or burning near an appliance or socket
- sparks or smoke coming from a plug or appliance
- blackness or scorch marks around a socket or plug, or on an appliance
- damaged or frayed leads
- coloured wire inside leads showing at the plug or anywhere else on the cord
- melted plastic on appliance casings or leads
- fuses that blow or circuit-breakers that operate for no obvious reason.

You should always use the correct fuse in fused plugs. Plugs in the UK are generally fitted with a 3A or 13A fuse.

When you are fitting or replacing a fuse, it is important to use the right fuse for the appliance to make sure the fuse does not overheat. Check the manual or look for a sticker on the appliance to find out its wattage and then use the right fuse. Always seek professional advice if you are not sure about what fuse to use.

<p>For appliances up to 700w you need to use a 3A fuse (i.e. Desk Lamp, Mobile Phone Charger Television, DVD, Computer, Printers, Refrigerator;</p>		
<p>For appliances over 700w you need to use a 13A fuse (i.e. Washing Machine, Microwave, Kettle, Toaster, Iron, Hair Dryer / Curlers, Fan (Portable), Coffee Maker & Rice Cookers;</p>		

You are reminded that the UK electrical supply is 230 Volts (**not 110 volts**) and only electrical equipment purchased in the UK should be used. However, if you need to use 110-volt equipment then you must have an approved voltage, plug/pin converter, and ensure that you ask for advice and assistance (from the shop/supplier) on the voltage/pin compatibility and specific voltage requirements you require.

Basic fire safety training is available on LearnUpon and should be completed by all students in addition to completing fire familiarisation in their accommodation. More information on fire safety guidance for student staying in accommodation can be accessed in [TN087](#).

16. Pets

Pets are not permitted. Having a pet in your accommodation may result in UCL imposing a fine, charging you for reasonable cleaning costs and / or giving notice to end your Licence Agreement.

17. Noise

Please be considerate to your fellow residents at all times. Other residents may want to study or sleep at different times than you do, so respect your fellow residents' need for quiet time. This is particularly important in twin rooms. If you bring a stereo, DAB radio, iPod, MP3 player, iPad, game consoles etc. you should also bring headphones so that your enjoyment and the peace of others is not disturbed. Noise must not be audible between 23:00 and 08:00 and during UCL exam periods. Excessive noise may result in UCL giving notice to terminate your Licence Agreement and also is a disciplinary offence under the Disciplinary Code. You are responsible for the behaviour of your guest(s) and should see that they leave quietly.

18. Visitors

UCL reserves the right through its staff to refuse any non-resident admission to the accommodation at any time or to require them to leave the premises. Never lend your room key/swipe card/fob to anyone else. You are personally responsible for the conduct of your

guest(s) at all times and may not allow them to live in your room. There are no guest rooms in any of the accommodation.

If you wish to have a guest stay overnight, you can accommodate them on your bedroom floor, for a maximum of three nights in a rolling month. Occupants of twin rooms must agree in advance if they wish to have a guest to stay overnight. All guests must be notified in advance to the Site Team and visitors signed into the building. Failure to comply with this requirement may result in the suspension of the privilege. Other visitors should normally leave by midnight.

19. Charges

Charges may be applied to students for a variety of reasons, but these must all be fair and transparent. Charges can be raised for any breach of the terms of these General Regulations or the Licence Agreement and will reflect the actual loss to UCL including:

- if damage is caused to a room and or the furniture, equipment, fixtures and fittings and or to any other property
- if the resident fails to keep their accommodation and or any communal areas in an acceptably clean state as required by these General Regulations
- if any UCL property is taken from the accommodation
- if damage is caused to communal areas
- for the replacement of keys, fobs, access cards etc.

Residents will be responsible for the reasonable cost of repair or replacement (whichever is cheaper) which has been caused, by their negligence or wilful acts, or where this is due to the negligence or wilful acts of anyone they have invited into the accommodation, including the communal areas. If damage is caused to communal areas, in instances where, after reasonable investigations, responsibility for damage caused cannot be attributed to any individual or individuals, the reasonable cost of repair and replacement (whichever is cheaper) will be divided equally among the students permitted to use the relevant area.

Where cleaning is required, this will be charged back to the student at the same cost as the cleaning contractor charges UCL, no additional charges will be added. If additional cleaning is needed to communal areas, in instances where, after reasonable investigations, responsibility cannot be attributed to any individual or individuals, the cost the cleaning contractor charges to UCL will be divided equally among the students permitted to use the relevant area.

20. Role and Authority of Wardens and Student Residence Advisers

Student Residence Advisers (SRAs) are recruited from the UCL postgraduate student community and both the SRAs and the Wardens live amongst students in UCL halls and houses. The Wardens' role is to support and manage the teams of SRAs and in turn the teams help students to settle into their new life in halls and encourage a harmonious social atmosphere, maintain order and whenever necessary advise students with pastoral issues.

One of the SRAs is on duty every night from 5:30pm to 8:30am the following morning, and throughout weekends and holidays. Alongside security staff who are also present at selected

sites, this means there is always someone available (365 days per year) to provide support in case of an emergency in all UCL accommodation.

Wardens and SRAs develop connections with students and can support and refer students to the appropriate support services on offer at UCL.

When to seek help from a Student Residence Adviser

You should seek help from an SRA if:

- someone needs basic first aid
- you are worried about a fellow resident in your halls
- you are feeling homesick or having trouble adjusting to a big city like London
- you are a victim of or witness harassment/bullying of any kind
- you would like to talk to someone about the transition into halls.

The SRAs are the first point of contact for any welfare or pastoral issues you or a fellow student may have and can help signpost you to UCL's support services for students and can call emergency services if you ever need them. They can also help you become familiar with your accommodation site and local amenities, provide you with useful tips for university life and are responsible for evacuating the building safely in the event of a fire alarm.

Most importantly, SRAs aim to ensure students feel safe and supported during their time in halls and the community is happy and respectful.

How to contact Wardens and Student Residence Advisers

You can contact your SRAs by visiting reception and asking to speak to the duty SRA or by phoning or emailing your local hall office. There really is no issue too big or too small to bring to your SRA, so do not hesitate to get in touch with them.

In addition to the Wardens and SRAs, UCL also has a free out of hours telephone counselling and information service.

21. Drugs

The use or possession of illegal drugs is not tolerated on the premises and anyone found using or distributing drugs will be reported to the Police. This includes legal highs or new psychoactive substances as defined under the Psychoactive Substances Act 2016 such as Nitrous Oxide (laughing gas). UCL has a policy on alcohol and drug misuse which can be obtained here <https://www.ucl.ac.uk/students/policies/health-and-wellbeing>. Anyone found using or in possession of illegal substances will be referred under the Disciplinary Code. UCL also reserves the right to terminate your Licence Agreement.

22. Sexual Harassment and Sexual Violence

UCL will not tolerate sexual harassment or sexual violence and is committed to supporting UCL Union's policy of zero tolerance. If a complaint of sexual harassment or sexual violence is made against you UCL reserves the right to relocate you (in accordance with Regulation 43) to other accommodation or terminate your Licence Agreement where any complaint is upheld following compliance with the UCL's policies and procedures.

23. Leaving your Hall

Your key(s), swipe/access card, electronic key fob must be returned to the site office of your accommodation by 10:00 am on your day of departure. If you do not return your keys to the site office of your Hall you will be charged for the reasonable cost of replacing the appropriate keys and/or locks. Your room (including bathroom if your room is en-suite) and kitchen must be left clean and tidy. This includes removing all rubbish and food and disposing of it in the appropriate location. Residents of studios/flats/bungalows must leave all areas of their studio/flat/bungalow clean and tidy. Charges will be raised for rooms/flats/bungalows which have not been left in a clean and tidy condition upon departure or at the end of the licence period. These will be no more than the cost of the cleaning charged to UCL estimated to be:

- £25 charge for a standard single room
- £40 charge for a standard twin or double room
- £50 charge for a en-suite single (£25 for the bedroom and £25 for the bathroom)
- £65 charge for en-suite double or twin (£40 for the bedroom and £25 for the bathroom)
- £75 charge for a studio
- £100 charge for a 1 bedroom flat
- £150 charge for a 2 bedroom flat/bungalow
- £25 charge per person for a communal kitchen.

There may be additional charges if the bathroom areas are left dirty. Items left in study bedrooms, kitchens or bathrooms after you have left your accommodation and returned your keys, will be assumed to be unwanted and will be disposed of. It is not possible to forward post to you after your departure so please ensure that you change your address. Post and deliveries for residents who have left will be refused or returned to sender.

24. Deposits

The deposit of £250 you pay when accepting a place will be offset against any claims for breach of the Licence Agreement at the end of the licence or any other outstanding charges. If there are no outstanding monies due the £250 will be refunded to you.

If you have been offered a place in accommodation for the start of the session and have paid a deposit, but you do not arrive within the first week and have not notified the Site Team or the UCL Accommodation Office that you will be arriving late, the accommodation offer will be withdrawn, and your deposit will be refunded.

25. Further Regulations, Guidance and Instructions to Students

UCL may from time to time update its regulations, guidance and instructions to students in UCL operated accommodation to comply with best practice, regulatory and insurance requirements or to otherwise assist the safe and efficient operation of UCL accommodation.

You are obliged to comply with any such regulations, guidance and instructions which UCL may make from time to time which will be displayed on notice boards in your accommodation. Notice boards are for important messages and approved notices only. You should check the notice boards regularly for notices that might affect you.

26. UUK Code

Our accommodation is managed in accordance with the Universities Code of Practice for the management of student housing a copy of the Code may be found at <http://www.universitiesuk.ac.uk> and <https://www.universitiesuk.ac.uk/accommodationcodeofpractice>. The UCL Health and Safety Policy can be found at <https://www.ucl.ac.uk/safety-services/governance>

27. Complaints and Escalation Procedure

27.1. Our Service

We strive to provide an excellent service in terms of quality of work, timely delivery, professional behaviour and customer service. We expect consistently high standards from our staff and our contractors. We recognise, however, that there are occasions when the services delivered by UCL Accommodation may fall short of reasonable expectations. This Regulation 27 sets out the formal procedure to be followed in the event of a service not being delivered in line with our high standards and user aspirations.

If you are unhappy about a service provided by or through UCL Accommodation, or if we have not done something which we promised to do, the best way for us to make improvements is to hear from you and learn from what you have to say; we value your opinions. Feedback forms are available from Hall reception areas. These may be sent Freepost to the Director of Campus Services and Accommodation.

We also aspire to hold staff accountable for the services that they manage and so request that complaints are not initially escalated to senior leadership within UCL Estates.

27.2. Definition of a Complaint

For the purposes of this procedure a complaint is defined as any serious and formal expression of dissatisfaction that requires action or redress. It includes repetitive failure to resolve or address a reported issue; serious failure of agreed service arrangement; serious breach of service agreement; serious inconvenience caused as a result of UCL Accommodation's or UCL Accommodation contractors' actions (or inaction) and inappropriate behaviour by a member of UCL Accommodation staff or contractors.

27.3. The Process

If you wish to make a complaint about your experience within UCL Accommodation, please follow the processes noted below. We encourage all residents to address all complaints in the first instance to UCL Accommodation to investigate and resolve, following the process in Regulation 27.3.1. However, you have a right to issue a complaint via the UCL Student Complaints Procedure at any time (subject to the time limits set out at Regulation 27.3.2). Further detail on the UCL Student Complaints Procedure is set out in Regulation 27.3.2.

27.3.1 UCL Accommodation Complaints Process:

1. Where your complaint does not include a claim for compensation, you should first try to resolve the matter in consultation with the person who has caused the complaint. Details on what constitutes a claim for compensation are set out in Regulation 28.
2. If you are unable to resolve the matter with the person who has caused the complaint, or your complaint includes a claim for compensation, then you should put your complaint (including any claim for compensation) in writing to the Accommodation Manager via the site email address (the site email address can be found in the Home Booklet and online). Complaints must be submitted to the Accommodation Manager within 14 calendar days of the event giving rise to the complaint. Complaints submitted beyond this timeframe will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the complaint was not raised in a timely manner. The Accommodation Manager will investigate the complaint with all relevant stakeholders and may ask to meet with you to discuss the complaint further. Complaints logged in writing with the Accommodation Manager (via the site email address) will be acknowledged within 3 calendar days and responded to fully in writing within 7 calendar days.
3. If you are unhappy with the response from the Accommodation Manager, you should submit the complaint in writing to the relevant Deputy Head of Operations including, if you wish, the form of remedy sought. The relevant Deputy Head of Operations can be identified from the display on your site notice board; details can also be provided by the Accommodation Manager. In order for a complaint to be considered, it must be submitted to the Deputy Head of Operations no later than 7 calendar days from the receipt of the Accommodation Manager's response. If the complaint is received after this time, the Deputy Head of Operations will exercise discretion as to whether or not the matter in question is to be investigated. The outcome of your complaint will be issued to you in writing within 7 calendar days of the date you submitted the complaint to the Deputy Head of Operations.
4. If you are unhappy with the response from the Deputy Head of Operations you should submit the complaint in writing to the Head of Operations (whose details can be found at site or from the Accommodation Manager), who will review the complaint and the decision of the Deputy Head of Operations. In order for a complaint to be considered by the Head of Operations, it must be submitted to the Head of Operations no later than 7 calendar days after the decision of the Deputy Head of Operations is issued to you. If the complaint is received after this time, the Head of Operations will exercise discretion as to whether or not the matter in question is to be investigated. The outcome of your complaint will be issued to you in writing within 7 calendar days of the date you submitted the complaint to the Head of Operations.

Students can expect that UCL Accommodation will have completed its consideration of a complaint within 35 calendar days in accordance with the timeframes laid out above, but from time to time there may be valid reason for a delay, particularly in more complex cases. In such circumstances students will be informed of any delay and the reason for it.

Where any of the UCL staff members identified in the complaints process in this Regulation 27.3.1 are unavailable to consider your complaint for any reason at the commencement or during the complaints process, then you will be given details of another UCL staff member who you can submit your complaint to and/or who will deal with the complaint on behalf of the identified UCL staff member. In such circumstances the references to the identified UCL staff member in the complaints process noted above should be read as references to the UCL staff member acting on their behalf.

27.3.2 The Student Complaints Procedure and informal resolution

You have a right to raise a complaint via the UCL Student Complaints Procedure at any time without following the UCL Accommodation complaints process in Regulation 27.3.1, or during that process, or at the end of the process. You can find details of how to submit a complaint through the link to the Student Complaints Procedure set out below. The notification by UCL Accommodation of the outcome of your complaint at the last stage of consideration of the complaint by UCL Accommodation will also include details of the UCL Student Complaints Procedure in the event that you remain dissatisfied with the decision of UCL Accommodation. **Please note that to be considered under the Student Complaints Procedure, complaints must be submitted under that procedure within two calendar months of the event giving rise to the complaint.** Complaints submitted beyond this timeframe will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the complaint was not raised in a timely manner. Please see the Student Complaints Procedure (linked below) for further details.

At all times during the processing of your complaint informal resolution is encouraged and students may wish to seek the advice of the UCL Student Mediator or the UCL Union's Rights & Advice Service.

Link to Student Complaints Procedure: <https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework/section-10-ucl-student-complaints-procedure>

28. Compensation Claims

In any service provision, there are times when problems arise that have an impact on the users of the service. When users experience interruption of service or a change in quality they may have an expectation of some form of compensation. The rules governing compensation payments need definition to achieve fairness. UCL Accommodation is a self-financing business, the income for which comprises student accommodation fees (term time and those who stay in the summer) and fees from commercial visitors in vacations. In order for budgets to balance, compensation payments either result in increased fees or reduced services. Therefore, any payments must be justified and fair.

- **Building works and maintenance**

It is not always possible to schedule building works and maintenance works when buildings are unoccupied. Such works, unless emergencies, will be scheduled for working hours (normally 08:30 to 17:30). Residents will be given advanced notice of such works. No compensation will be paid for noise resulting from such works or for changes resulting from such works, in facilities provided.

- **Lack of services resulting from a failure of service provision by or on behalf of UCL**

Where there is a lack of services resulting from a failure of provision by or on behalf of UCL, UCL will take reasonable steps to:

- inform residents of the duration of the failure;
- inform residents of any alternative provision; and
- reinstate or require the third party provider to reinstate the service without delay.

Compensation payments will be considered on the basis of an assessment of the inconvenience caused, taking account of the difference between essential and nonessential amenities. The amount of compensation to be paid will typically be determined by UCL Accommodation by reference to a percentage reduction in the accommodation fees for the duration of the service failure. Compensation will not be paid where a satisfactory alternative provision has been provided or where the failure in services is caused by vandalism by you, your invitees and or other residents. Furthermore, compensation will not be paid under these circumstances until a period of 36 hours has elapsed to effect a correction of the fault.

- **Failure to report faults and vandalism**

Compensation will not be paid for a lack of service or amenity where the individual(s) affected is/are aware of but has/have failed to report as soon as reasonably possible, in writing, a fault to the Accommodation Manager. Compensation will not be paid where a fault or interruption of service has been caused by acts of vandalism by you or your guests.

- **Major disaster**

In the event of catastrophic failure of services or the destruction of part of a building necessitating closure, all reasonable steps will be taken to re-house students (in accordance with Regulation 43). Where re-housing in accommodation with a higher weekly accommodation fee is accepted by a student, they will not be liable for the difference in accommodation fees. Where re-housing in accommodation with a lower weekly accommodation fee is accepted by a student, they will receive a credit for the difference. Where re-housing is not accepted, accommodation fees will only be payable to point of closure and the student will be compensated with the equivalent of one week's accommodation fees.

- **Claims**

All claims for compensation submitted to UCL Accommodation will be managed in line with the complaints process which is outlined in regulation 27.3.1. You can also submit a claim

for compensation via the UCL Student Complaints Procedure as explained in Regulation 27.

29. Electoral Register

The onus is on you, the individual to register yourself. The registration process can be done online and is simple and straightforward. You will need to enter your Date of Birth and your National Insurance Number. Please remember to include your room number. Please click the link below and you will be taken to the online portal where you can register <https://www.gov.uk/register-to-vote>.

UCL must provide details of all residents for purposes of voter registration if requested by the local authority.

30. Maintenance

All maintenance defects must be reported to the Site Team as soon as possible after discovery of the fault. Do not assume that someone else has reported a fault. The Site Team, Wardenial/Student Residence Adviser team, cleaning and maintenance staff have the right to enter rooms at any time for necessary maintenance, window cleaning, etc. Advance notice will be given where possible. BluTack is the only permitted adhesive on gloss paintwork and can mark walls in some rooms depending on the paint and surface. Please ask the Site Team for advice concerning your room. Glue, drawing pins and adhesive tape are not permitted. Rooms and kitchens will be inspected once a term; you will be informed in advance.

31. Snow and Ice

The Site Team will arrange for snow and ice to be cleared and paths gritted around the site during office hours; this will include fire exit routes. Residents should remain vigilant during cold weather for snow and ice hazards.

32. TV Licensing

If you bring a TV you must also bring a licence. You are not covered by the licence in accommodation for common room sets or by a licence held at your home address. You need a licence to use any television receiving equipment such as a TV set, set-top boxes, video or DVD recorders, computers or mobile phones to watch TV programmes as they are being broadcast. For further information, go to <http://www.tvlicensing.co.uk/students>.

33. Parties

A small number of parties may be permitted during the year but only after the Site Team have been consulted and given general approval. Normally two weeks' notice is required for any party, and parties will only be allowed on Fridays or Saturdays, by the agreement of all residents of a kitchen group or corridor.

34. Temporary Absence

If you stay away overnight or at weekends, please email the Site Team to let them know. It causes concern and sometimes considerable inconvenience when residents go 'missing' without explanation.

35. Mental Wellbeing

Living in student accommodation may well be the first experience you have of living independently, and whilst this is mostly exciting, it can also be stressful at times. It can be especially difficult for international students who often have limited opportunities to return home during the academic year. If you feel lonely, homesick, depressed, stressed-out, or you have a specific personal problem then you can talk to your SRA or Warden in the first instance who will arrange a suitable time and location to discuss your concerns. Should the problem(s) persist then the SRA/Warden will signpost you to the appropriate UCL services or support you to submit an enquiry via [askUCL](#). In addition the UCL [Student Support and Wellbeing website](#) has a range of self-help resources and useful information available to you.

If you are diagnosed with a mental health condition or disability, we recommend you register with the Disability, Mental Health and Wellbeing service by submitting an enquiry via [askUCL](#).

If you feel that someone you live with is behaving differently, isolating themselves from other people, becoming very emotional, or tearful, then do not ignore it. Try to encourage them to speak to a member of the Site Team or SRA/Warden team or see their doctor; if the student is not registered with a doctor, or in a crisis, they can attend an Accident and Emergency department.

The nearest hospital to UCL with a 24-hour A & E department is University College Hospital (UCH), 235 Euston Road, London NW1 2BU. Telephone: 0845 155 5000.

36. Student of Concern

UCL is committed to the wellbeing and safety of our students. There are many sources of support for students who are having difficulties whether they are academic, emotional, financial or physical, however sometimes it is hard to know how to help a student who appears to be struggling, particularly if you feel they are unwilling or unable to seek the help they need.

If you are concerned about the behaviour of a student and do not want to discuss this with the Warden or SRA you can submit a [Student of Concern Form](#) or email studentofconcern@ucl.ac.uk. You can also submit an enquiry through [askUCL](#) as a student.

The [Student of Concern Form](#) and email account are monitored between 9am and 5pm from Monday to Friday. Within these hours, we aim to respond to any concerns as soon as possible within a 48-hour timeframe.

The form is not monitored during weekends, bank holidays and the [University's closure periods](#).

Depending on the concerns raised, Student Support and Wellbeing may do one or more of the following:

- Contact the student and offer support. They ordinarily rely on the student choosing to engage with support.
- Contact the person who submitted the form to discuss their concerns and offer advice on how they can support the student.
- Liaise with other support services within or outside of UCL who may already be supporting the student.
- Liaise with appropriate members of the student's personal support networks to help ensure the student receives support from those who are closest to them.
- Support the student to access appropriate external services such as a GP, local crisis services or psychological and psychiatric services
- Where a student appears to be missing, work with UCL's Security team and the police to try to ensure the student is safe.

To find out more please visit [Student of Concern](#).

37. Misconduct on Campus or in Student Accommodation

If you are a victim of bullying, harassment, or sexual misconduct please inform your hall Warden or SRA. You can also report the incident via the [UCL Report and Support service](#)

In the unfortunate event you become the victim of a hate crime, please report it here through [Students' Union UCL](#)

UCL's Crime Prevention and Personal Safety Adviser, Sophie Bimson can support with any issues affecting you that are related to crime, safety or security. This might include theft, assault, harassment or domestic abuse. Sophie can also provide guidance on how to avoid crime and can support you if you are reporting a crime to the police. You can find Sophie's contact details in Regulation 38.

38. Personal Problems

The Site Team and SRA/Warden will try to assist you with any personal problems and will respect confidentiality where possible. Should you experience personal problems you may also consult:

- Your Personal or Departmental Tutor
- Student Union Advice Service
Location: 15 Gordon Street
Email: su.advice@ucl.ac.uk
- Disability, Mental Health and Wellbeing team
Location: Floor 1, Student Centre
Submit an enquiry via [askUCL](#)

- Crime Prevention and Personal Safety Adviser – Sophie Bimson
Tel: 020 7679 1523
Email: s.bimson@ucl.ac.uk

Your doctor can also help with a wide range of health, personal, social and emotional problems. There are also a number of external sources of help, some of which are listed below:

- London Nightline (term time only)
Tel: 020 7631 0101
Web: www.nightline.org.uk
- Samaritans Helpline (24 hrs)
Tel: 08457 90 90 90
Web: www.samaritans.org.uk
- Mind (mental health charity)
Tel: 0845 766 0163
Web: www.mind.org.uk
- Talk to Frank (drugs helpline)
Tel: 0800 77 66 00
Web: www.talktofrank.com
- Drinkline (alcohol helpline)
Tel: 0800 917 8282
- London Lesbian & Gay Switchboard
Tel: 020 7837 7324
Web: www.llgs.org.uk

39. Registering with a GP

It is vitally important that all students register with a GP (General Practitioner - a generalist doctor) within the first few weeks of beginning your programme.

Registering as soon as you arrive will help ensure your GP can process your registration in good time, allowing you to access health care early on if needed.

Your GP should always be your first point of contact for all health concerns (physical health or mental health) throughout your time at UCL.

You can find information about how to register with a doctor on the '[register with a doctor](#) with a doctor' page.

40. Discrimination and Personal Harassment

The University continues to affirm its opposition to unfair discrimination in any form and it is in keeping with this policy to prohibit any kind of personal harassment including but not limited to harassment on the grounds of race, sex, disability, sexual orientation, gender identity, age, religion, belief or lack thereof. The harassment of a student, member of staff or visitor as well as any violent, indecent, disorderly, threatening or offensive behaviour or language on UCL premises is wholly unacceptable and will be grounds for disciplinary action pursuant to the Disciplinary Code, which may include expulsion, dismissal and or termination of your Licence Agreement. In addition, if a complaint is made against you UCL reserves the right to relocate you (in accordance with Regulation 43 of the General Regulations) to other accommodation.

Any incidents of this nature should be reported to the Site Team, Warden or the Registrar.

41. Information for International Students

The UCL International Student Support website (www.ucl.ac.uk/iss) provides information and guidance to all non-UK students. If you have any queries you can contact the International Student Support Team by submitting an enquiry via [askUCL](#) . The Students' Union Advice Service can help you with queries relating to visas, immigration and employment (<https://studentsunionucl.org/help-and-advice/advice-service>).

There are a number of external organisations that also offer advice and guidance to international students. The UKCISA website provides a series of guidance notes available for download which will help you prepare for living and studying in the UK <http://www.ukcisa.org.uk/>. The British Council website includes a useful section entitled 'Study in the UK' <http://www.britishcouncil.org/>.

42. Use of your Personal Data by UCL

How we use your personal data is set out in broad terms in the UCL Student Privacy Notice at <https://www.ucl.ac.uk/legal-services/privacy/student-privacy-notice> .

UCL Accommodation will use your personal data to provide accommodation for you during the time you are resident in UCL accommodation or other UCL-nominated accommodation e.g. a third-party provider operating under a contract with UCL. The UCL Accommodation specific privacy notice is here: <https://www.ucl.ac.uk/accommodation/about-us/privacy-policies#:~:text=We%20do%20not%20share%20personal,resident%20in%20UCL%20provided%20accommodation.&text=It%20is%20important%20that%20you,effect%20on%20your%20accommodation%20needs>.

In addition, we have a specific privacy notice dealing with Covid track and trace: <https://www.ucl.ac.uk/legal-services/privacy/privacy-notice-covid-19-nhs-test-trace-data-collection> .

43. Relocation

UCL has the right to relocate you to other accommodation where reasonably necessary for reasons including, but not limited to:

- those referred to at Regulation 3, Regulation 6, Regulation 22, Regulation 28 and Regulation 40;
- those set out in your Licence Agreement;
- your well-being or the well-being of others;
- in the interests of good estate management;
- where major works are required to your room or halls resulting in closure of your room or halls;
- those referred to in the Covid-19 Addendum to the Accommodation General Regulations.

UCL will provide you with as much notice as reasonably possible in order for you to make your own arrangements as you wish, but in the case of an unexpected event limited notice may be given.

Where UCL is forced to relocate you due to closure of your room or building for building safety reasons, UCL will cover reasonable travel expenses up to the amount set out in your notice of the relocation.

Where re-housing in accommodation with a higher weekly accommodation fee is accepted by a student, you will not be liable for the difference in accommodation fees. Where re-housing in accommodation with a lower weekly accommodation fee is accepted by a student, you will receive a credit for the difference. Where re-housing is not accepted, accommodation fees will only be payable to the point of the student leaving their original accommodation and the student will be compensated with the equivalent of one week's accommodation fees.

GLOSSARY

Adaptor	A type of plug which makes it possible to connect two or more pieces of equipment to the same electrical supply. A cubed-adaptor is square shaped.
Balcony	An area with a wall or bars around it that is joined to the outside wall of a building on an upper level
BluTack	A reusable adhesive commonly used to attach papers to walls or other surfaces
Deposit	A sum of money required to pay when accepting a place in Halls
Electoral Register	To vote in an election, you must be on the electoral register (also called electoral role). You can vote if you are 18, a British citizen, or an Irish, qualifying Commonwealth or European Union citizen who is resident in the UK. Citizens of the European Union who are not Commonwealth citizens can vote in European and local elections in the UK, but are not able to vote in UK Parliamentary general elections.
En-suite	A bathroom which is directly connected to a bedroom
Electronic Key Fob	An electronic key fob is used for activating keyless entry systems
Fittings	A piece of furniture which is not permanently fixed in
Fixtures	A permanently fixed piece of furniture
Inventory	A detailed list of all room contents
Invoice	A request for payment
Parapet	A barrier, similar to a wall, at the edge of a roof, terrace, balcony or other structure.
Post Boxes	A set of small boxes, open at the front, in which letters and messages are left for residents.
Portico	Student Information System at UCL accessed by user-id and password
Sublicence	To allow someone to license or use a room or flat which you are licensing from someone else
Swipe/ Access Card	A plastic card that you slide through a machine in order to be allowed into a building

SECTION D – COVID-19 ADDENDUM TO THE ACCOMMODATION GENERAL REGULATIONS

UCL follows Government legislation and guidance for educational residential settings and consults with Public Health England as required to ensure the health and safety of our students. UCL and its students need to work together to create a safe and healthy environment. This Addendum to the Accommodation General Regulations (the “General Regulations”) outlines the responsibilities of every student in UCL Accommodation and the responsibilities of UCL Accommodation to mitigate the spread of COVID-19.

The UCL Community Commitment to Protect Each Other sets out the expectations of all members of our community during the COVID-19 pandemic. More details are available here <https://www.ucl.ac.uk/coronavirus/keeping-safe-campus/ucl-community-commitment-protect-each-other>

Please note the following

1. Under your Licence Agreement, you must comply with the requirements in this Addendum. Terms which are defined in the Licence Agreement and General Regulations have the same meaning here.
2. This Addendum should be read together with your
 - Licence Agreement
 - General Regulations
 - Home Booklets
 - UCL’s Code of Conduct for Students
 - UCL’s Disciplinary Code and Procedure in Respect of Students.
3. Where there is any conflict between this Addendum and the General Regulations, this Addendum will take precedence.

4. Responsibilities of the student

You agree to:

- 4.1 ensure you read this document very carefully.
- 4.2 follow Government legislation and guidance for the duration of your Licence Agreement.
- 4.3 abide by the guidance, obligations and procedures relating to COVID-19 which are issued by UCL and UCL Accommodation (including any supplement).
- 4.4 follow any special procedures or arrangements relating to living in halls which you are notified about, including instructions provided on posters.

4.5 respect the health and safety of other users of the halls including but not limited to other students, staff, contractors and visitors/guests and to make reasonable efforts to minimise the risk of the spread of COVID-19.

4.6 follow any reasonable instructions given by a member of staff and UCL's representatives relating to COVID-19.

4.7 where required by law to quarantine on your return to the UK, notify UCL Accommodation of your intended return date in advance and, if intending to stay and quarantine at the Accommodation pursuant to your Licence Agreement, to complete the period of quarantine at such accommodation as UCL requires and notifies to you notwithstanding that this may not be your usual Accommodation pursuant to your Licence Agreement (please refer to Regulation 43 of the General Regulations for more information).

4.8 comply with any special procedures or arrangements relating to the collection of your belongings from your Accommodation or from alternative storage which you are notified about.

Responsibilities of UCL Accommodation

5. UCL Accommodation shall:

5.1 relocate you to other accommodation, where reasonably necessary, to comply with Government or Public Health England advice (please refer to Regulation 43 of the General Regulations for more information).

5.2 regularly assess the risk of the spread of COVID-19 in our halls.

5.3 make reasonable efforts to frequently clean and/or disinfect communal areas, shared spaces and high contact areas.

5.4 use reasonable endeavours to ensure that our staff and other people who live in halls or use them are aware of the measures and guidance in place from Government Regulations and guidance and any guidance issued by UCL or UCL Accommodation, and will take action to promote the importance of complying with these.

6. Where we have agreed to provide services and/or access to areas within the accommodation, you agree that where any circumstances related to the COVID-19 outbreak arise, which make it impossible or contrary to the law, Government guidance, or Public Health England advice to continue to provide such services and/or access, UCL may reduce or suspend the services and/or access to areas within the accommodation, and you will not be entitled to any reduction in your accommodation fees.

7. In addition to accommodation and, where applicable cleaning, UCL may provide you with other support services on a temporary basis including pastoral support and other facilities

while you occupy the accommodation at no additional cost to you. These additional services may be disrupted due to COVID-19 and you acknowledge that we are entitled to withdraw such gratuitous additional services at any time.