

**Accommodation  
General Regulations for Urbanest King's  
Cross  
2023-24**

This document includes important information about your rights and obligations when living in Urbanest King's Cross Accommodation.

## CONTENTS

CONTENTS .....	2
SECTION A – ACCOMMODATION PROMISE .....	5
SECTION B - URBANEST TENANCY AGREEMENT .....	7
1. Tenancy Terms .....	7
2. Definitions .....	7
3. Interpretation .....	9
4. The Letting .....	9
5. The Tenant’s Obligations .....	11
6. Deductions from the Tenant.....	15
7. At the end of this Agreement .....	16
8. The Landlord’s Obligations.....	16
9. The University’s Obligations .....	17
10. Alternative Accommodation .....	17
11. Default .....	17
12. Severability.....	19
13. Notices .....	19
14. Tenant’s Termination Rights .....	19
15. Tenant Mail and Deliveries .....	21
16. Guests.....	22
17. Tenant Insurance.....	22
18. Liability and Limits on the University’s and the Landlord’s Liability.....	22
19. Data Protection.....	23
20. Jurisdiction .....	24
SECTION C – ACCOMMODATION GENERAL REGULATIONS FOR URBANEST KING’S CROSS .....	26
1. Emergencies in Halls.....	26
2. Luggage .....	26

3. Study Bedroom.....	26
4. Inventory .....	27
5. Occupation of Your Room .....	27
6. Smoking Policy.....	27
7. I.T. Provision.....	28
8. Cleaning .....	28
9. Pest Control.....	28
10. Hall Exteriors and Prohibited Areas.....	28
11. Prohibited Items and Activities .....	28
12. Fire Safety .....	29
12.1. Student Advice.....	29
12.2. Fire Alarms.....	30
12.3. General Safety and Cooking Information .....	30
12.4. Fire Action Notices .....	31
12.5. Means of Escape .....	31
12.6. Fire Doors .....	31
12.7. Fire Extinguishers .....	31
12.8. Fire Evacuation Drills .....	31
12.9. Electrical Safety .....	31
13. Pets.....	34
14. Noise.....	34
15. Visitors .....	34
16. Charges .....	35
17. Role and Authority of Wardens and Student Residence Advisers.....	35
18. Drugs .....	36
19. Sexual Harassment and Sexual Violence .....	37
20. Leaving your Hall .....	37
21. Deposits.....	38
22. Further Regulations, Guidance and Instructions to Students.....	38
23. ANUK Code .....	38
24. Complaints and Escalation Procedure .....	38

25. Compensation Claims.....	41
26. Electoral Register .....	42
27. Maintenance .....	42
28. Snow and Ice .....	42
29. TV Licensing .....	42
30. Temporary Absence .....	43
31. Mental Wellbeing .....	43
32. Student of Concern .....	43
33. Misconduct on Campus or in Student Accommodation.....	44
34. Personal Problems.....	44
35. Registering with a GP .....	45
36. Discrimination and Personal Harassment.....	46
37. Information for International Students .....	46
38. Use of your Personal Data.....	46
39. Relocation.....	47
40. Community Consideration.....	47
41. Council Tax .....	47

## SECTION A – ACCOMMODATION PROMISE

UCL Accommodation are committed to ensuring customers receive an excellent level of service and to respond to their feedback. We strive to apply the University's accommodation eligibility criteria (which can be accessed at <https://www.ucl.ac.uk/accommodation/>), and any other applicable policies, fairly and consistently. We aim to provide a friendly and approachable service, actively listening to our customers and working with them to create a service based on mutual respect and understanding.

Living in university accommodation is a community experience that the vast majority of students enjoy. Regulations are necessary to ensure the smooth operation of student accommodation. In essence, Section C of the Accommodation General Regulations for Urbanest King's Cross (the "General Regulations") 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/academicmanual/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 in respect of which a written complaint has been lodged is complex.
6. Promote equality and diversity by treating all individuals with dignity, respect and sensitivity.

### **In return, we ask you:**

1. To treat our team with respect. We'll treat you with respect, so please do the same in return.
2. To speak to our team professionally. We have a zero-tolerance approach to aggression and abuse towards our staff.
3. To be mindful of your behaviour. All staff and students deserve a working and studying environment where everyone is treated with equal respect and dignity.

Before your admission to student accommodation, you are required to accept and abide by the General Regulations and such other rules applicable to the accommodation that the accommodation provider and/or UCL may make from time to time and notify you about. Failure to abide by such rules and the General Regulations, could result in disciplinary action being taken against you and you may be required to vacate the accommodation.

### **Important terms in your Urbanest Tenancy Agreement and General Regulations**

The terms on which you are entitled to occupy your accommodation are set out in your Urbanest Tenancy Agreement (Section B), and the General Regulations (Section C).

You are advised to read the Urbanest Tenancy Agreement and the General Regulations carefully before accepting an offer of accommodation.

Your **Urbanest Tenancy Agreement** contains several important terms, including:

- The obligation to pay rent and other accommodation fees (clauses 1 and 5).
- The duration of your tenancy (clause 1).
- The grounds on which your tenancy may be terminated early, for example if you breach the obligations set out in the Urbanest Tenancy Agreement (clause 11).
- The circumstances which might require you to move rooms or relocate to other accommodation (clause 10 and Regulation 39 of the General Regulations).
- Your liability to pay additional fees if you lose your keys, fob or swipe card (clause 7.6).
- Your liability to pay additional charges if your accommodation or any communal areas, furniture or facilities are damaged or left in an unacceptable state (clauses 5.6 and 6 and see also Regulation 16 and 20 of the General Regulations).
- Your responsibility to review and complete the Inventory within seven days of moving into the accommodation (clause 5.10 and Regulation 4 of the General Regulations).
- The requirement to comply with the University's Regulations (clause 5.4), some breaches of which may lead to early termination of your licence and/or termination of your studies (clause 11). Less serious breaches can lead to additional charges.
- Restrictions on UCL's and the Landlord's liability for matters such as theft or damage to your property and we recommend that you obtain appropriate insurance for your belongings (clause 8.1.10, 18.2.1 and clause 18.4).
- Circumstances in which you may be entitled to compensation and the time limits for notifying such claims (clause 18.2.2 and 18.2.3 and Regulations 24 and 25 of the General Regulations).
- The requirement to pay a deposit (clause 5.3.3).

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

- Safety and emergency evacuation procedures (Regulation 12 of the General Regulations).
- The procedure and time limits for submitting complaints (Regulation 24 of the General Regulations).

**SECTION B - URBANEST TENANCY AGREEMENT**

**ASSURED SHORTHOLD TENANCY AGREEMENT**

**1. TENANCY TERMS**

<b>Landlord Name (“Landlord”)</b>	Urbanest UK King’s Cross MT Limited Partnership (company number LP013902)
<b>Landlord Address</b>	101 St. Martin’s Lane, London WC2N 4AZ
<b>Tenant Name (“Tenant”)</b>	{NameFirst} {NameLast}
<b>University Name (“University”)</b>	University College London (“UCL”)
<b>University Address</b>	Gower Street, London WC1E 6BT
<b>Tenancy Start Date</b>	23 September 2023
<b>Tenancy End Date</b>	11 September 2024 for a 50.57 week contract
<b>Rent Per Week</b>	<a href="https://www.ucl.ac.uk/accommodation/uclaccommodation-fees-20232024">https://www.ucl.ac.uk/accommodation/uclaccommodation-fees-20232024</a>

**2. DEFINITIONS**

“**Building**”: means the entire building known as Urbanest, King’s Cross, York Road, London N1 including Building Common Parts, all Flats and all Rooms within the Building;

“**Building Common Parts**”: means any entrance hall, stairs, corridors, laundry rooms, courtyard, lifts, bicycle store, roof terrace, balconies and any other common areas within the Building provided for the benefit of all tenants;

“**DPA**”: means the Data Protection Act 2018, the UK GDPR, any other applicable law concerning data protection or privacy of personal data and any subordinate or related legislation; and any replacement to, addition to, or amendment of, any of the foregoing including any national laws or regulations constituting a replacement or successor data protection regime to that governed by the UK GDPR;

“**Flat**”: means the flat of which the Room forms part;

“**General Regulations**” means UCL’s accommodation regulations set out in Section C of UCL’s Accommodation General Regulations for Urbanest King’s Cross and also found on UCL’s website in the following location

[<https://www.ucl.ac.uk/accommodation/fees-guidance-and-payment>];

**“Inventory”**: means the inventory to be given to the Tenant on moving into the Room;

**“Landlord”**: means the landlord name shown at the beginning of this agreement and their successors in title;

**“Personal Data”**: means any data about the Tenant that they can be personally identified from as living people;

**“Prohibited Areas”** means areas including but not limited to all roof areas, balconies, parapets, ledges, boiler rooms, electrical intake/riser cupboards, lift motor rooms, and any other areas which have notices on access doors stating that there is a hazard within.

**“Rent”**: means the accommodation fees for the room type and payment cycle outlined on UCL’s website in the following location: [https://www.ucl.ac.uk/accommodation/sites/accommodation/files/ucl\\_accommodation\\_contract\\_dates\\_2023-24.pdf](https://www.ucl.ac.uk/accommodation/sites/accommodation/files/ucl_accommodation_contract_dates_2023-24.pdf) ;

**“Room”**: means the room type allocated to the Tenant in UCL’s offer email; **“Room Items”**: means the fixtures and fittings, floor coverings, furnishings, doors and internal glass, within the Room excluding Service Utilities within the Room;

**“Service Utilities”**: means central heating and hot water systems; electrical services for power and lighting; drainage and water services;

**“Shared Flat Areas”**: means areas within the Flat that are shared with other occupants of the flat including kitchen, lounge, shared bathrooms (if any) and corridors within the flat;

**“Shared Flat Items”**: means fixtures, fittings and furnishings within the Shared Flat Areas that have been provided by the Landlord;

**“Tenancy”**: means the tenancy created under this agreement;

**“Tenancy Period”**: a fixed term commencing on and including the Tenancy Start Date and ending on the Tenancy End Date;

**“UK GDPR”**: has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018;

**“University”**: means University College London;

**“University’s Regulations”**: means

- (a) UCL’s Code of Conduct for Students;
- (b) UCL’s Disciplinary Code and Procedure in Respect of Students (the “Disciplinary Code”) and any conditions imposed on access to UCL facilities in accordance with the terms of the Disciplinary Code; and
- (c) the General Regulations,

and any updated regulations made from time to time by the University and notified to the Tenant;



**“University’s Services”**: means the services set out in the schedule to this agreement;  
**“Urbanest”**: means all legal entities within the corporate structure that is operated under the Urbanest student accommodation brand (including the Landlord).

### **3. INTERPRETATION**

- 3.1 The expression the “Landlord” includes the person who at any particular time has the right to receive rent under this agreement.
- 3.2 Any obligation on the Tenant not to do any act, or thing, shall include an obligation to use reasonable endeavours not to permit or suffer such act or thing to be done by any other person.
- 3.3 When used in this agreement, the expressions “us”, “we”, “ourselves” and “our” shall be taken as references to the Landlord and the expressions “you”, “yourself” and “your” shall be taken as references to the Tenant.

### **4. THE LETTING**

- 4.1 You accept and agree to be bound by this agreement when you accept the agreement on the University’s electronic booking system.
- 4.2 We allow you to take residential use of the Room for single occupancy for the Tenancy Period.
- 4.3 You are granted the following rights over the Room in common with us and all others similarly entitled:
- 4.3.1 the right to come and go to and from the Room;
  - 4.3.2 the right to use the Room Items, Shared Flat Areas and Shared Flat Items within the Flat;
  - 4.3.3 the right to use the Building Common Parts for such use as they are intended.
- 4.4 We reserve the following rights over the Room:
- 4.4.1 the right of access to enter the Room on reasonable notice (except in case of emergency) for any purpose mentioned in this agreement. For the purposes of routine inspections we will endeavour to provide 24 hours’ notice;
  - 4.4.2 the right to the free passage and running of water, soil, gas, and electricity through any pipes, cables, wires, drains or sewers passing in or through the Room or Flat or Building.
- 4.5 If you should move rooms within the Building then unless otherwise agreed by us, you shall be bound to the terms in this agreement for the new room you have moved to.
- 4.6 This agreement is an Assured Shorthold Tenancy under the Housing Act 1988 (as amended). The Tenant understands that the Landlord will be entitled to recover possession of the Room when the Tenancy Period ends.
- 4.7 If you are under 18 when you accept an offer of the Room, the Landlord will hold this agreement on trust for you until you reach 18. During that time, you will enjoy all the rights set out in this agreement and be subject to all the obligations contained in it. When you reach 18, you will be entitled to terminate this agreement in accordance with clause 14 of

this agreement. If you choose not to do so, this agreement will be legally binding upon you.

## 5. THE TENANT'S OBLIGATIONS

The Tenant agrees with the Landlord and the University as follows:

- 5.1 to maintain full-time student status during the Tenancy Period;
- 5.2 to provide to us within four weeks of the Tenancy Start Date, proof of student status (valid student matriculation card or letter of confirmation from the institute of study). And thereafter on our request within 14 days so that we can confirm your student status during the Tenancy Period;
- 5.3 to pay the Rent as follows:
  - 5.3.1 Rent and other applicable accommodation fees are payable by you for each term on demand. You can view the weekly fees for accommodation and find instructions on how to pay at <https://www.ucl.ac.uk/accommodation/feesguidance-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 Rent and other applicable accommodation fees will not be reduced to take account of any periods when you did not occupy your Room.
  - 5.3.3 As part of the offer accept process to secure your place in the Landlord's accommodation, you are required to pay a deposit of £250 by the deadline stated in your offer email. The deposit will be deducted from your first invoice for your Rent.
  - 5.3.4 Non-Payment
    - (a) If you are unable to pay you MUST promptly inform the UCL Accommodation Office of your circumstances to see if a payment plan is appropriate (but please note there is no obligation on the Landlord or the University to agree any such plan).
    - (b) If your Rent remains unpaid by the due date and if you have made no formal repayment arrangement, the University 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.
- 5.4 to observe, perform and comply with the University's Regulations;
- 5.5 to operate Service Utilities and electrical appliances within the Building in accordance with the manufacturer's instructions and not to change, damage, alter or interfere with them in any way;
- 5.6 to pay a fair and reasonable proportion as determined by us of the costs incurred by us in making good any damage to the Building or Landlord contents caused by you or your guests and/or in replacing any fixtures or fittings damaged within the

Building. For the purposes of this clause, the cost of remedying any such damage shall be apportioned as follows (in the absence of any evidence to the contrary):

- 5.6.1 damage to the Room or Room Items shall be deemed to have been caused by you;
- 5.6.2 damage to the Shared Flat Areas or Shared Flat Items in any Flat shall be deemed to have been caused by all the tenants of that Flat;
- 5.6.3 damage to any Building Common Parts shall be deemed to have been caused by all those tenants who generally use the Building Common Parts in question;
- 5.7 jointly with other occupiers of the Flat maintain the Shared Flat Areas in a clean and hygienic manner;
- 5.8 you will be responsible for obtaining and paying for any television licence required for any television in the Room and shall be responsible jointly and severally with other occupiers of the Flat for any television licence required for any television outside of the Room but inside of the Flat;
- 5.9 in respect of council tax you will either:
  - 5.9.1 provide us with a valid student council tax exemption certificate within 14 days of the Tenancy Start Date; or
  - 5.9.2 if no council tax exemption certificate, or an invalid council tax exemption certificate, or a council tax exemption certificate that does not cover the entire Tenancy Period is provided then you will indemnify us against all council tax charges on the Flat in which your Room resides. We will use a reasonable methodology (at our sole discretion) to apportion the council tax charges between the tenants within the Flat who are not eligible for council tax exemption. Consequently if only one tenant within the Flat does not have a council tax exemption then that tenant will be recharged all of the council tax due on the Flat, and you also undertake to settle our recharges of council tax to you within 14 days of receiving a demand from us. We reserve the right to recharge council tax in advance of the council tax becoming due.
- 5.10 to maintain the Room Items, Shared Flat Items, Room and Flat in at least as good repair and condition as they are in at the start of the Tenancy Period (and the Inventory shall be evidence of such existing condition which shall be deemed to be good unless a defect is noted in the Inventory) fair wear and tear excepted and not to remove any Room Items or Shared Flat Items;
- 5.11 to occupy the Room personally for residential purposes only and not to assign, charge, underlet or part with possession or share occupation of the Room or any part of it. You are also not to advertise the Room for short term rental on any websites (including Airbnb);
- 5.12 to permit us at our sole discretion to set off any under or overpayments under this agreement between any other amount due from yourself to the Landlord under this agreement;

- 5.13 to comply with policies, terms and conditions of third parties that may provide you with services either on our behalf or third parties providing you with services directly within the Building, including but not limited to internet provision, laundry services and Flat cleaning services and it is acknowledged that such policies are available from the relevant third party as and when the Tenant subscribes for the relevant service(s) provided by that third party;
- 5.14 to take all reasonable steps to maintain the security of the Room, Flat and Building. For example to ensure that relevant doors are locked and to avoid being tailgated when entering or leaving the Building or any other secured area within the Building. In addition you should immediately notify us of any security concerns identified;
- 5.15 to attend reasonable fire training sessions and fire training drills as required by us;
- 5.16 to use emergency fire escapes (that are designated only to be used in an emergency) only during emergencies or emergency drills;
- 5.17 if we have provided a bicycle to you during the Tenancy Period then you will observe the bicycle regulations as provided by ourselves on issuance of the bicycle to you;
- 5.18 not to carry on any profession, trade or business whatsoever in the Room, Flat or Building Common Parts;
- 5.19 not to do in the Building anything which is illegal or immoral or which may be or become a nuisance or annoyance to us, other tenants or guests in the building or occupiers of any adjoining premises;
- 5.20 not to play any musical instrument, radio or other sound producing machine or cause any noise so as to be audible outside the Room;
- 5.21 not to cause any disturbance, distress, annoyance or damage to any other occupiers of the Building, nor make undue noise in or about the corridors, passages and staircases;
- 5.22 not to leave boxes or otherwise place or leave rubbish in any part of the Building used in common with other tenants;
- 5.23 not to keep any inflammable material in the Building;
- 5.24 not do, or omit to do, anything that may block, cause overflow or damage to the gutters, sewers, drains, sanitary apparatus, water or waste pipes serving or forming part of the Building. You will be responsible for the cost to us in relation to clearing any such blockages that may occur as a result of your activities;
- 5.25 not to smoke/vape or permit guests to smoke/vape anywhere in the Building including outside of windows, or on outside terraces/balconies. "Smoke/vape" means burning and/or inhaling or exhaling smoke, aerosol, or vapour from any lighted or heated cigar, cigarette, pipe, electronic delivery device, or any other natural or synthetic tobacco or plant product intended for inhalation. This clause does not apply in external areas designated by us as 'smoking areas';
- 5.26 not to keep or use drugs or psychoactive substances within the Building, the possession or use or sale of which is prohibited by law (including but not limited to

- the Misuse of Drugs Act 1971 or the Psychoactive Substances Act 2016) unless prescribed by a registered medical doctor;
- 5.27 not to change any locks, interfere with any existing locks or add any additional locks to any doors in the Building;
- 5.28 not to carry out maintenance repairs to the Building, Shared Flat Items or Room Items, but instead promptly notify us of any damage or defect;
- 5.29 not to tamper or interfere with our fire control/detection systems, or negligently activate the fire control systems;
- 5.30 not to prepare or cook food anywhere other than in a kitchen in a flat and not keep or use deep fat frying equipment anywhere in the Building;
- 5.31 not keep or use candles or any open flame, incense sticks or heating equipment anywhere in the Building unless provided by us;
- 5.32 not to damage or leave in a dirty or untidy state any parts of the Building;
- 5.33 not to keep any electrical item in the Building that does not conform to the European Union standards for electrical goods, or which does not carry the EU 'CE' conformity marking, or that is deemed to be unsafe by ourselves. If any of your electrical items are discovered to be in breach of this clause then we have authority to remove these electrical items without payment of compensation. Any such items removed will be returned to you at the end of this agreement;
- 5.34 to comply with any reasonable written regulations issued from time to time by us in connection with the use of the Shared Flat Areas, Shared Flat Items, Building Common Parts, Room or Room Items;
- 5.35 not to alter, modify, decorate, add to or in any way interfere with the construction or arrangement of the Room, Flat, Landlord contents or Building;
- 5.36 not to glue, stick, nail, screw or otherwise fix anything to the interior of the Room or to place anything outside the window of the Room, Flat or Building. You may however pin items to pin boards provided by us within the Room;
- 5.37 not to place any advertising or banner so that it is visible from the outside of the Building;
- 5.38 to ensure that any refuse is deposited in the receptacles provided for this purpose in the Building;
- 5.39 not to erect any external wireless or television aerial or satellite dish;
- 5.40 not to keep any pet, bird, insect, or reptile in the Building;
- 5.41 not to do anything in the Building which would prejudice or increase the premium payable for the policy of insurance of the Building for the time being in force;
- 5.42 not to obstruct any means of access within the Building;
- 5.43 to allow us upon reasonable notice (except in case of emergency) to enter the Room to:

- 5.43.1 inspect its condition and state of repair;
- 5.43.2 carry out any necessary repairs, maintenance or alterations to the Room and/or Flat and/or Building;
- 5.43.3 maintain repair and if necessary replace the Service Utilities and any pipes, cables, wires, drains and sewers within the Room;
- 5.43.4 carry out viewings of prospective tenants, or any other person conducting business with us;
- 5.43.5 allow us to establish contact with you if Rent has become overdue and we have been unable to make contact with you by email or phone;
- 5.43.6 carry out our obligations under this agreement, provided that in so doing we will cause minimum possible inconvenience to you;
- 5.44 if you cease to be a full time student but continue to live in the Room then you must notify us and the University within 14 days;
- 5.45 not to commit any form of harassment on the grounds of race, religion, sex or disability or cause offence to the Landlord's staff, any other occupiers or guests, or to any owner or occupier of any neighbouring property;
- 5.46 not to store bicycles in the Room, Flat or any access ways or staircases but instead will store any bicycle in the designated bicycle storage areas;
- 5.47 not to confirm multiple tenancy agreements with overlapping dates with the Landlord without prior approval from us. If multiple overlapping tenancy agreements are confirmed by yourself without approval of ourselves then we may cancel all but one of the tenancy agreements;
- 5.48 not to mark or label any keys provided to you by us, and to immediately notify us of lost, stolen or misplaced keys, swipe card or fob;
- 5.49 not to remove any Room Items or Shared Flat Items from the Flat without our prior permission;
- 5.50 not to keep any weapons or imitation weapons in the Building. Notify us immediately if you become aware of another resident or guest with any weapon or imitation weapon in the Building.

## **6. DEDUCTIONS FROM THE TENANT**

At the end of the tenancy, or following an inspection of the Flat, we shall be entitled to charge you as may be reasonably necessary and in accordance with our published "schedule of charges", details of which are available from us upon request and which reflect the actual loss to us, to:

- 6.1 make good any damage to the Room, the Room Items, the Flat or the Shared Flat Items (except for fair wear and tear);
- 6.2 replace any of the Room Items or Shared Flat Items which may be missing from the Room or the Flat;

- 6.3 pay any Council Tax for which you may be liable;
- 6.4 pay for the Room, the Room Items, the Flat and the Shared Flat Items to be cleaned if you are in breach of your obligations.

## **7. AT THE END OF THIS AGREEMENT**

When this Tenancy comes to an end (however that may be) you will:

- 7.1 deliver to us the Room and the Room Items in the same clean state and condition as they were in at the beginning of the Tenancy Period (except for fair wear and tear);
- 7.2 if requested attend a check out inspection by our site management team and sign a copy of the inspection report;
- 7.3 vacate the Room, remove all of your belongings from the Building and leave the Room and the Room Items in the condition required by this agreement. If you fail to remove any of your property from the Building or any bicycle from the bicycle store within seven days after this Tenancy coming to an end and following notice to you that the property may be disposed of then we may sell such property as your agent. If after six months of us notifying you that such property has been sold and of the sale proceeds net of any disposal and reasonable management costs ("Net Sales Proceeds"), you have not claimed such Net Sales Proceeds, then we shall be entitled to keep the sale proceeds absolutely;
- 7.4 jointly and severally with the other occupiers of the Flat ensure that the Shared Flat Areas and Shared Flat Items are left in the same clean state and condition as they were in at the beginning of the Tenancy Period (except for fair wear and tear);
- 7.5 ensure that any Room Item or Shared Flat Item which may have been moved during the Tenancy Period is returned to the location that it was in at the start of the Tenancy Period;
- 7.6 give back to us the keys, swipe card or fob given to you at the start of the Tenancy, and for any keys, swipe card or fob not returned at the end of the Tenancy you will pay to us a reasonable administrative and replacement charge that we have incurred.

## **8. THE LANDLORD'S OBLIGATIONS**

8.1 We agree with you as follows:

- 8.1.1 providing you pay the Rent and perform all the obligations on your part contained within this agreement and notwithstanding clause 4.4, you may quietly possess and enjoy the Room during the Tenancy without any interruption from us or any person on our behalf;
- 8.1.2 to maintain and repair the structure of the Building including the window frames and window glass;
- 8.1.3 to maintain, repair, clean, decorate and provide adequate heating and lighting to the Building Common Parts;
- 8.1.4 to maintain all Service Utilities serving the Flat and the Building Common Parts;



- 8.1.5 to provide an adequate supply of hot and cold water, heating and electrical power to the Flat;
  - 8.1.6 to provide reasonable and appropriate security facilities for the Building;
  - 8.1.7 to provide and maintain equipment in the Building Common Parts;
  - 8.1.8 this agreement shall take effect subject to the provisions of section 11 of the Landlord and Tenant Act 1985;
  - 8.1.9 to comply with the Furniture and Furnishings (Fire Safety) Regulations 1988 and any subsequent amendments;
  - 8.1.10 to insure the Room and Landlord contents. The Landlord is not obliged to insure the Tenant's possessions and the Tenant is advised to insure his own possessions.
- 8.2 Normal residential use of the gas, electricity, water and sewerage is included within the rent.

## **9. THE UNIVERSITY'S OBLIGATIONS**

- 9.1 The University agrees with you that the University will provide the University's Services to you for the duration of the Tenancy Period.

## **10. ALTERNATIVE ACCOMMODATION**

We reserve the right during the Tenancy Period to move you to alternative accommodation if so requested by the University under Regulation 39 of the General Regulations or for the purpose of carrying emergency repairs or if the room becomes uninhabitable, provided that:

- 10.1 you are given reasonable notice (while recognising that due to the nature of emergency repairs the notice period in that circumstance may be very limited);
- 10.2 you will occupy the alternative accommodation on the terms of this agreement or a new agreement in materially the same form.

## **11. DEFAULT**

- 11.1 It is agreed between all the parties that if at any time:
- 11.1.1 the whole or any part of the Rent shall be unpaid for 21 days after it becomes due (whether legally demanded or not); or
  - 11.1.2 you are in serious or persistent breach of any obligation in this Tenancy, including the University Regulations, including but not limited to:
    - (a) causing damage to your Room and Room Items such that it is not reasonably usable for residential purposes;
    - (b) causing damage to the Building, Building Common Parts, Flat, Service Utilities, Shared Flat Areas, and Shared Flat Items;
    - (c) committing 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);

- (d) misusing fire safety equipment, etc., including maliciously triggering the fire alarm or covering or damaging smoke detectors;
- (e) engaging in anti-social behaviour including, but not limited to, repeated incidents of excessive or persistent noise, abusive or threatening behaviour, vandalism etc;
- (f) sub-licencing your Room or otherwise parting with or allowing any third party into possession;
- (g) possessing or using illegal substances, including legal highs;
- (h) making persistent call outs for non-emergency reasons at unreasonable hours (after 23:00 and before 08:00);
- (i) tampering with or removing window restrictors;
- (j) using cooking equipment in your Room;
- (k) having pets or prohibited items in your Room;
- (l) smoking (including e-cigarettes or vape pens) in your Room or anywhere in the Building;
- (m) playing ballgames in your Room or Flat or any part of the Building;
- (n) entering Prohibited Areas and or taking action likely to cause injury or impair the safety of others; or

11.1.3 you are the subject of disciplinary proceedings under the Disciplinary Code, or subject to a criminal investigation or you receive a criminal conviction and we and the University reasonably consider following a risk assessment that because of your behaviour, to protect your well-being or the well-being of others or to prevent damage to the Room and or the Building in which your Room is located, it is necessary to terminate this Tenancy; or

11.1.4 you are subject to precautionary measures including suspension from the University and/ or exclusion from all or any University premises pursuant to the Disciplinary Code and it is therefore necessary to terminate this Tenancy; or

11.1.5 you are subject to a disciplinary decision (including, but not limited to a decision of the Registrar or the Discipline Committee) pursuant to the Disciplinary Code that necessitates a termination of this Tenancy; or

11.1.6 you do not arrive at the Room by the end of the first week after the Tenancy Start Date set out at clause 1 above and have not notified the University that you will be arriving late in accordance with Regulation 21 of the General Regulations; or

11.1.7 any of the grounds for possession set out in the Housing Act 1988 Schedule 2 apply;  
or

11.1.8 you cease to be a full time student at the University then, we shall be entitled to repossess the Room and terminate the Tenancy (at our discretion following consultation with the University) on reasonable written notice (for clauses 11.1.2 and 11.1.8 notice will not be less than 14 days and for clause 11.1.6 notice will not be less than 7 days), but without affecting any right or remedy we have for any breach by you of your obligations in this agreement.

11.2 This clause 11.2 does not affect any of your rights under the Protection from Eviction Act 1977. We cannot evict you without a court having first made an order for possession.

11.3 Any person who is not yourself and who makes payments due from yourself under this agreement does so as your agent.

## **12. SEVERABILITY**

If any term, condition or provision contained in this agreement shall be held to be invalid unlawful or unenforceable to any extent, such term condition or provision shall not affect the validity, legality or enforceability of the remaining parts of this agreement.

## **13. NOTICES**

13.1 Under section 48 of the Landlord and Tenant Act 1987 the Tenant is hereby notified that all letters and notices (including notices in proceedings) sent by you in relation to this agreement must be properly served on the Landlord and/or the University by you at their respective addresses at the beginning of this agreement or such updated address we may provide during the term of this agreement.

13.2 All letters or notices sent by the Landlord and/or the University to you in relation to this agreement will be properly served if delivered to you at the Building and/or Room and/or the address you provided to the University when applying for the Room (or such other address that you have notified to the Landlord and/or the University in writing).

13.3 A letter or notice sent by the following means is to be treated as having been received:

13.3.1 if delivered by hand, on the day of delivery; or

13.3.2 if sent by first class post or special delivery, on the first working day after posting.

13.4 You agree to notify the University of any change to the address you provide to the University when applying to the University for the Room by updating your address details on Portico.

13.5 You agree to pass on to us immediately any statutory letters or notices served on you by a third party (i.e., not the Landlord or the University) that relate to your occupation of the Room.

## **14. TENANT'S TERMINATION RIGHTS**

14.1 Except in accordance with the provisions contained in this clause 14 you shall not be entitled to terminate this agreement which shall in any event terminate on 22 June 2024 (11 September 2024 for a 50.57 week contract)\* and (subject to clause 11) you undertake to

remain in occupation of the Room throughout the Tenancy Period and make all payments required under this agreement.

#### 14.2 During the first term

If you would like to leave your Room after your arrival during the first term you can give notice 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 Rent and any other applicable accommodation fees until the replacement student takes over your Room. A suitable replacement student is a student of the University who is not currently in University-operated accommodation and is deemed to be suitable in the University's reasonable opinion. If no suitable replacement is found, you remain liable for your Rent and any other applicable accommodation fees until the end of the first invoicing period which is 6 January 2024\*.

#### 14.3 At the end of the first term

If you would like to leave your Room at the end of the first term you are required to give at least 28 days written notice prior to 6 January 2024 i.e. you must complete and submit a 'Notice to Quit' request online at <https://www.ucl.ac.uk/accommodation/portal> no later than 8 December 2023. If you submit the notice after 8 December 2023, you will remain liable for your Rent and other applicable accommodation fees until a suitable replacement student takes over your Room. A suitable replacement student is a student of the University who is not currently in University-operated accommodation and is deemed to be suitable in the University's reasonable opinion. However, if no suitable replacement is found you remain liable for your Rent and other applicable accommodation fees until the end of the third term for invoicing purposes, which is 22 June 2024 (11 September 2024 for a 50.57 week contract)\*.

#### 14.4 During the remaining terms

If you would like to leave your Room 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 Rent and other applicable accommodation fees until the suitable replacement student takes over your Room. A suitable replacement student is a student of the University who is not currently in University-operated accommodation and is deemed to be suitable in the University's reasonable opinion. If no suitable replacement is found, you remain liable for your Rent and other applicable accommodation fees until the end of the contract date which is 22 June 2024 (11 September 2024 for a 50.57 week contract).

#### 14.5 On turning 18

You may terminate this agreement if you are under 18 when you accept the offer of the Room provided that:

14.5.1 within two weeks after your 18th birthday you submit a 'Notice to Quit' request online at <https://www.ucl.ac.uk/accommodation/portal> giving not less than 28 days' written notice of your intention to terminate this agreement and when you

want the agreement to end (the “End Date”) which must be no later than 42 days after your 18th birthday; and

14.5.2 you have paid in full on or before the End Date all of the Rent and other applicable accommodation fees due under this agreement up to and including the End Date, provided further that if you give notice to quit at any time but do not move out or return keys/swipe cards/fobs to the Hall Team, this agreement and your liability for accommodation fees (and all other terms under this agreement) will continue as if the notice to quit was not given.

*\* 2 January 2024 for students holding a Term 1 only Tenancy Agreement.*

14.6 The University’s Accommodation Office maintains a list of students who are seeking UCL allocated accommodation. If you wish to leave your Room 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](mailto:accommodation@ucl.ac.uk) or raise an enquiry via ask UCL <https://www.ucl.ac.uk/students/askucl>.

## **15. TENANT MAIL AND DELIVERIES**

15.1 If you have a delivery to the Building that does not fit within your room mailbox then either:

15.1.1 you will need to pick up the delivery directly from the deliverer at the Building reception area; or

15.1.2 at our discretion we may provide a parcel holding service within the Building where we will accept the parcel on your behalf to allow you to collect the parcel at a convenient time.

15.2 Where we do provide a parcel holding service this will be provided subject to the following conditions:

15.2.1 no perishable goods will be accepted (e.g. food deliveries). For clarity, you may arrange food deliveries. However you will need to collect these deliveries directly at the front desk from the delivery company;

15.2.2 parcels not collected within a reasonable period of time will be returned to sender;

15.2.3 we will not be held responsible for the parcel unless the delivery company has obtained a signature from us that we can verify as coming from us;

15.2.4 you will not arrange for any high value items to be accepted by us. You should arrange for high value items to be delivered directly to yourself avoiding our parcel holding service (e.g. in the same way that food deliveries are accepted);

15.2.5 we reserve the right to cancel the parcel holding service;

15.2.6 we reserve the right to reject overweight or oversize deliveries.

15.3 We do not provide a mail forwarding service. Any mail received for you after you have vacated the property will usually be ‘returned to sender’.

## **16. GUESTS**

You may invite guests to the Building under the following conditions:

- 16.1 we reserve the right at our sole discretion to deny guests access to the Building, or ask your guests to leave the Building;
- 16.2 your guests must comply with the regulations in this agreement in so far as they apply to use and occupation of the Building by yourself;
- 16.3 all your guests must be a minimum age of 16 years old unless agreed in advance with us or unless a relative of yours;
- 16.4 your guests must not become a nuisance or annoyance to ourselves, tenants, other guests or occupiers of the Building or adjoining properties;
- 16.5 you must not lend or give your keys to the Room, Flat or Building to any guests;
- 16.6 you must be present in the Building with your guests unless our prior approval is given;
- 16.7 we reserve the right to require your guests to provide government issued photo ID prior to access to the Building;
- 16.8 you may not under any circumstances accept paying guests.

## **17. TENANT INSURANCE**

If we should offer to provide you with free contents insurance then this insurance will be provided on the following conditions:

- 17.1 the insurance agent and insurance underwriter will be nominated by us at our sole discretion;
- 17.2 the insurance will be provided on the terms and conditions (including exemptions, deductions, claim limits and coverage limits) as provided by the insurance agent/underwriter and that you have read these terms and conditions and understand them;
- 17.3 any of your insurance claims or disputes will be managed and resolved between yourself and the insurance agent/underwriter (we cannot get involved in this process);
- 17.4 we do not accept any liability for the insurance agent/insurance underwriter not complying with the terms and conditions of the insurance policy;
- 17.5 we reserve the right to cancel the insurance policy at any time by providing seven days' notice in writing to yourself;
- 17.6 the period of insurance only covers your Tenancy Period.

## **18. LIABILITY AND LIMITS ON THE UNIVERSITY'S AND THE LANDLORD'S LIABILITY**

- 18.1 Neither UCL nor the Landlord excludes or restricts its liability:
  - 18.1.1 For death or personal injury arising from its own negligence, or from its own acts or omissions that it is responsible for;
  - 18.1.2 for fraud or fraudulent misrepresentation that it is responsible for; or

18.1.3 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).

18.2 The Landlord will be liable for the following:

18.2.1 theft of, or damage to any of your property in your Room, Flat or Building where such theft or damage is caused by the negligence or wilful actions of the Landlord up to a maximum of £2,000 in total for one academic year;

18.2.2 compensation where services to your Room, Flat or the Building temporarily fail as a result of action or inaction by the Landlord or its contractors in accordance with the provisions of Regulation 25 of the General Regulations and

18.2.3 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 25 of the General Regulations.

18.3 Claims for compensation under clause 18.2.2 and 18.2.3 must be made in writing in accordance with the provisions set out in Regulation 24 and Regulation 25 of the General Regulations.

18.4 Subject to clauses 18.1 and 18.2 above, in accordance with the provisions set out in Regulation 24 and Regulation 25 of the General Regulations, the University and the Landlord are not liable for:

18.4.1 theft of, or damage to any of your property or the property of your invitees to your Room, Flat and/or the Building where such theft or damage is not caused by the negligence or wilful actions of the Landlord or the University (for example where a third party steals or damages your property), or to the extent it exceeds the limitation under clause 18.2.1 above;

18.4.2 any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by you or your invitees to your Room, Flat and/or the Building in the exercise or purported exercise of the rights granted by this 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 agreement;

18.4.3 compensation for noise caused by building works or maintenance works and or for changes resulting from such works, in facilities provided; or

18.4.4 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 onsite team, or where a fault or interruption of service has been caused by acts of vandalism by you or your guests.

## **19. DATA PROTECTION**

19.1 Urbanest and the University are registered with the Information Commissioners Office (ICO) as data controllers.

19.2 How Urbanest and the University use any Personal Data that you give them for the

purposes of this agreement is set out in each of their privacy policies. Urbanest's privacy policy can be accessed here <https://uk.urbanest.com/privacy-policy/> and the University's privacy policy can be accessed (i) here <https://www.ucl.ac.uk/legal-services/privacy/student-privacy-notice> (UCL Student Privacy Notice) and (ii) here <https://www.ucl.ac.uk/accommodation/about-us/privacy-policies#:~:text=We%20do%20not%20share%20personal,resident%20in%20UCL%20p rovided%20accommodation.&text=It%20is%20important%20that%20you,effect%20on%20your%20accommodation%20needs> (UCL Accommodation specific privacy notice).

- 19.3 Urbanest and the University comply with the DPA and shall ensure that appropriate steps are taken to ensure that your Personal Data is processed lawfully.
- 19.4 Urbanest and the University will only process your Personal Data for the specific purpose or purposes set out in their privacy policies or as otherwise notified to you or for any other purposes specifically permitted by the DPA.
- 19.5 Where the processing of your Personal Data by Urbanest or the University is not covered by the purposes referred to in clause 19.4 they will obtain your consent to process your Personal Data ("**Consent**").
- 19.6 You may decline or opt out of any Consent by notifying Urbanest or the University (as appropriate) in accordance with their respective privacy policies.

## **20. JURISDICTION**

This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.



## **SCHEDULE**

### University's Services

The provision and/or the administration of the following:

- Tenancy application and allocation process
- Tenancy acceptance offer process (including tenancy agreement and General Regulations)
- Deposits payments, invoicing and collection of accommodation fees, applying charges and processing of refunds · Chasing non-payment
- Provide live-in SRAs and access to Warden
- Signpost to UCL services and support
- UCL Complaints Procedure and informal resolution
- Disciplinary Code and Committee
- Liaising with or in relation to Students of Concern
- Relocation due to welfare concerns
- Student Experience/Events

## **SECTION C – ACCOMMODATION GENERAL REGULATIONS FOR URBANEST KING’S CROSS**

Please refer to the Glossary at the end of the General Regulations when reading the General Regulations. The Glossary contains definitions and useful further information.

### **1. Emergencies in Halls**

The hall office is staffed 24 hours a day. Contact the Hall Team for assistance with any urgent problems at any time. Persistent call outs for non-emergency reasons at unreasonable hours (after 23:00 and before 08:00) is considered a breach of your Tenancy Agreement and may lead to termination of your Tenancy Agreement, therefore please consider the time and whether or not your call is an emergency before calling.

### **2. Luggage**

If luggage is being shipped from abroad, it must be timed to arrive on or after your Tenancy 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. Urbanest will not store any item of luggage that arrives before the commencement of the tenancy period referred to in your Tenancy Agreement. Urbanest cannot guarantee the security of, and accepts no liability for, any item(s) which arrive prior to the commencement of the tenancy period referred to in your Tenancy Agreement. Upon arrival, all personal items must be stored in your Accommodation or in the case of bicycles, in the site bike store.

### **3. Study Bedroom**

The Accommodation allocated to you should be the one that you occupy for the duration of your Tenancy Agreement. UCL Accommodation does however reserve the right to change your Accommodation allocation if there are any problems, in accordance with Regulation 39. You must not decorate or make any additions or alterations to your Accommodation. Please do not remove furniture from your Accommodation; the Halls do not have room to store it.

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

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 Urbanest, 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. Your Accommodation and kitchens will be inspected once a term; you will be informed in advance.

#### **4. Inventory**

Your Hall Team will have completed a room inspection documenting the condition of the items in your Accommodation prior to your arrival. Within seven days of moving into the Accommodation you should review your Inventory and inform the Urbanest accommodation team of any concerns you have regarding the condition of your room. You are under an obligation to return the Accommodation in a condition equivalent to that found at the start of your Tenancy Agreement. You must not cause damage to your Accommodation 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 5.6 of the Tenancy 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 Tenancy Agreement may be terminated. You must leave the furniture, furnishings and other contents of your Accommodation listed in the Inventory in your Accommodation throughout your Tenancy Agreement.

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.

You must not cause damage to the Halls (including any communal areas within Halls) or to the furniture, equipment and Fixtures and Fittings in them. You may be charged for any damage (save for reasonable wear and tear) in accordance with Regulation 16 and/ or your Tenancy Agreement may be terminated.

#### **5. Occupation of Your Room**

Your Accommodation is allocated on the basis of your sole occupancy. You must not allow any other person to occupy or share your Accommodation. Your Tenancy Agreement may be terminated by Urbanest if you sub-let your Accommodation or part with or allow a third party into possession. UCL reserves the right to relocate you in accordance with Regulation 39 to alternative accommodation, if your Accommodation becomes uninhabitable for example due to loss of heat, water or power or for welfare issues.

#### **6. Smoking Policy**

Smoking, including E-Cigarettes and vape pens, is not permitted anywhere in your Accommodation or in Halls. Smoking is also prohibited immediately outside the entrances or open windows of Halls. 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 Tenancy Agreement. In the interests of fire safety hookahs, shishas, and similar smoking devices are not permitted in your Accommodation or anywhere in Halls. Any breach of this Regulation 6 may lead to termination of your Tenancy Agreement.

## **7. I.T. Provision**

All rooms have Wi-Fi provision. The cost of connection is included in your accommodation fees.

## **8. Cleaning**

The primary responsibility for keeping your Accommodation, bathroom (if you have an ensuite room), and kitchen (if you occupy a studio or flat), clean and tidy lies with you. In Halls 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 Hall Team and for recycling paper, glass, bottles, and cans.

Your Accommodation and any communal areas will be inspected from time to time and if your Accommodation and or any communal 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 (see clause 6 of your Tenancy Agreement).

## **9. Pest Control**

From time-to-time unwanted vermin and insects may be detected within Halls. Urbanest have contracted pest control operatives 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 Hall 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.

## **10. Hall Exteriors and Prohibited Areas**

You must not throw or drop items from windows or doors in your Accommodation or Halls. You are not permitted to enter any Prohibited Areas at your Halls. Entering a Prohibited Area will be a breach of your Tenancy Agreement and may lead to termination of your Tenancy 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.

## **11. Prohibited Items and Activities**

To ensure the health, safety and comfort of residents and staff, you must comply with the requirements set out in this Regulation. Breaching this Regulation may be a disciplinary offence under the Disciplinary Code and may lead to termination of your Tenancy Agreement. Prohibited items found will be removed and held until you move out.

- Kettles and toasters are not provided. If you bring your own, you must use them in the designated kitchens areas.
- Cooking equipment may be stored in your Accommodation; 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 your Accommodation.
- Refrigerators are not permitted in your Accommodation unless required for disability or health related reasons. If you would like to request permission to have a refrigerator in your Accommodation on health-related grounds you must contact the UCL Accommodation Office prior to your arrival.
- You must **not** use or store in your Accommodation or in Halls:
  - portable heat equipment
  - 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
  - mood lighting such as fairy lights (other than those which are battery operated)
  - humidifiers
  - dart equipment
  - plug-in air fresheners
  - 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, fireworks and barbecue equipment
  - illegal substances including legal highs (see Regulation 18 for more information)
  - vape pens, hookah pipes, 'bongs' or similar paraphernalia producing smoke or vapour
  - Personal Light Electric Vehicles (PLEVs) - **e-Scooters** / **e-Bikes** -excluding pedal assisted / **e-Unicycle** or similar items.
- You must not charge mobility scooters in your Accommodation or in Halls, including corridors and stairs forming part of the means of escape. Due to the very significant risk of battery fires particularly during charging, mobility scooters should only be charged in locations outside of your Accommodation.
- You must not use multi-way cube Adaptors, non-fused electrical equipment, overloaded extension cords or any electrical equipment in disrepair in your Accommodation or anywhere in Halls.
- You must not play ballgames in any part of your Accommodation or Halls.
- Smoking, including e-cigarettes and vape pens, is not permitted in your Accommodation or anywhere in Halls (please see Regulation 6 above for more information).

## 12. Fire Safety

### 12.1. Student Advice

#### 12.1.1. On hearing the fire alarm:

- **By night** - quickly put on warm or weather suitable clothing:
  - **do not** stop to dress fully; ◦ ensure that any others in your Accommodation are awake.
- **By day** - quickly put on warm or weather suitable clothing.
- **During winter months and colder days**, remember to put shoes on and take a warm coat with you.
- **Make sure** everyone in the Accommodation 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 Hall.
- **At all times** act quickly and calmly / do not stop to collect your personal belongings / do not run / shut all doors as you leave.

## 12.2. Fire Alarms

12.2.1. 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*).

- **If there is a fire in your Accommodation** - always sound the alarm by operating the **red** break-glass manual call point so that the alarm can be raised to allow others to escape quickly and safely.

12.2.2. To prevent unwanted fire alarms or reduce risk to occupants in bedrooms or rooms:

- **Never** cover or interfere with the fire alarm detectors, devices or system.
- **Hair / hygiene products** – do not use deodorants, hair sprays, heating tongs under or near the room smoke detectors.
- **Showers** - please remember to shower with the cubicle doors closed as steam may activate smoke detectors in the outer areas causing an unnecessary evacuation.

## 12.3. General Safety and Cooking Information

12.3.1. **Cooking is prohibited in bedrooms or non-designated fire rated kitchens** - *these items may be used in designated fire rated kitchens only* including:

- **Toasters, sandwich makers, rice boilers, kettles.**
- **Cooker hot rings / use of hot cooking oil / air fryers / pressure cookers** (*only permitted in student accommodation kitchens*).

12.3.2. **Permitted items (student accommodation kitchens)** – the following items may be used in designated kitchens formed by a fire rated enclosure fitted with a fire door and heat detection (*not smoke*):

- **Toasters and sandwich makers.**
- **Cooker hot rings / use of small quantities of hot cooking oil / air fryers / pressure cookers.**

## 12.4. Fire Action Notices

12.4.1. 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.

12.4.2. 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.

## 12.5. Means of Escape

Corridors, landings, stairs and exits form part of the building escape routes in case of fire. **Please do not** obstruct these areas by storing or placing bicycles, personal belongings or rubbish in these routes.

## 12.6. 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.

If the door is damaged or not fully closing, then you must report this to the accommodation management 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.

You must not disconnect or remove the fitted **self-closing device**.

**Kitchen fire doors** - do not wedge or hold kitchen fire doors open under any circumstances - keep fire doors closed to prevent unwanted fire alarms.

## 12.7. Fire Extinguishers

Fire extinguishing equipment has been provided throughout student accommodation. **Do not** interfere with pins, tags or maliciously set off the fire extinguishers. These extinguishers are **life safety equipment** and for use in the event of a fire.

## 12.8. Fire Evacuation Drills




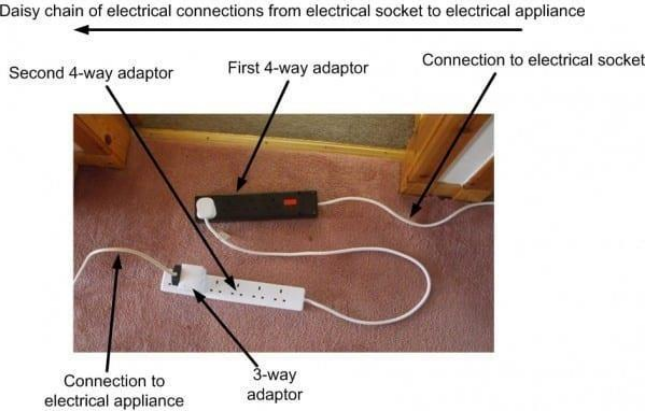



A fire drill will be held in Halls, each term. Further fire drills may take place without notice at any time.

## 12.9. Electrical Safety

12.9.1. **UK Electrical Supply** - 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.

12.9.2. There is a real possibility of overloading electrical sockets and adaptors when using portable electrical heaters and other high amperage equipment:

- Cuboid electrical plug adaptors, often suffer from arcing due to the weight of plugs pulling the top pin out and often they are not fused.
- Extension cables, particularly on drums should be considered as follows:

 <p>Extension cables particularly on drums should be used as a short-term work equipment solution and <b>not</b> a permanent power supply. Care should be taken when using cable drums, ensuring to always unwind the cable fully when in use. Failure to unwind the cable fully when in high current use can cause the extension to overheat.</p>		
<p>Do not daisy chain socket adaptors, only use 4 or 6 way gang individually switched UK fused mains extension lead with a length of flex. The <b>maximum</b> load for any one socket should <b>not exceed 13 amps</b>.</p>	<p>Daisy chain of electrical connections from electrical socket to electrical appliance</p> 	
<p>Use of generic (overseas) electrical adapters is prohibited, as due to the units having no internal fuses they do not meet the requirements for Portable Appliance Testing (PAT). Adaptors such as Lencenet or Tacima can be used or similar fused converters.</p>		

### 12.9.3.

- **Cuboid adaptors are prohibited** and that only **4/6 way gang individually switched UK fused mains extension lead** can be used by individuals, where there is a need for additional electrical sockets.



- Maximum load for any one socket **should not exceed 13 amps**.
- Where an extension lead is required then additional electrical Adaptors **should not** be piggybacked (daisy chained) onto an existing extension cable.



12.9.4. **UK electrical supply** - 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.

- **ONLY USE 230v equipment** with an appropriate and correctly designed plug or Adaptor.
- Do not use adapters on pendant light fittings.
- Do not allow flexes to trail across floors.



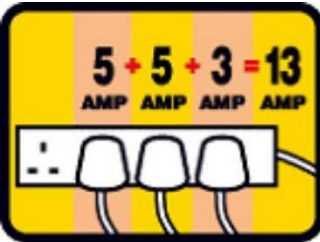
12.9.5. **UK electrical supply converters**

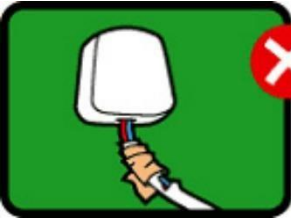


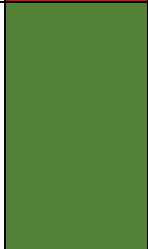
Electrical equipment with euro / USA / other fittings should be used in conjunction with:

- **step down voltage convertors** - 230 / 240 Volts down to 110 / 120 Volts often with a maximum load 50VA (approximately 50Watts) or similar.

<b>Always use the correct fuse in fused plugs - Plugs in the UK are generally fitted with a 3A or 13A fuse.</b>		
For appliances <b>up to 700w</b> you need to use a 3A fuse (i.e. desk lamp, mobile phone charger, TV, DVD, computers, screen & printers, refrigerators etc.).		
For appliances <b>over 700w</b> , you need to use a 13A fuse (i.e. washing machine, microwave, kettle, toaster, iron, hair dryer / curlers, portable heaters, coffee maker etc.).		

12.9.6. **General Electrical Plug Guidance:**

<b>Do not use cuboid Or 3 way adaptors.</b>			X
<b>Only use 4 to 6 Way Gang Individually Switched UK fused Mains Extension Lead with a length of flex. The Maximum load for any one socket should not exceed 13 amps.</b>			

<p><i>Check electrical leads and plugs for wear &amp; tear and faulty wiring. Throw away and replace damaged cables. <b>Never</b> use tape to mend or join cable. Frayed leads or exposed internal wires are fire risks.</i></p>		
<p><i>For Euro plugs use a safe and firm connection adaptor - as shown.</i></p>		

**12.10.** Any person found interfering in any way whatsoever with firefighting equipment or alarms in the Accommodation or Halls other than for proper use, will be committing a serious breach of the terms of their Tenancy 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 termination of your Tenancy Agreement. All such persons will be referred to the Warden or Accommodation Manager or the UCL Registrar, as appropriate, who will take disciplinary action against the student in accordance with the Disciplinary Code.

**13. Pets**

Pets are not permitted, and any pet found in your Accommodation or Halls will be removed. Having a pet in your Accommodation or Halls may result in additional charges to you for the reasonable cleaning costs and or repair or replacement costs resulting from any damage caused by the pet to your Accommodation or Halls and / or giving notice to end your Tenancy Agreement.

**14. 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. 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 or at any time during UCL exam periods. Excessive noise may result in the termination of your Tenancy Agreement and is also a disciplinary offence under the Disciplinary Code. You are responsible for the behaviour of your guest(s) and should see that they leave quietly.

**15. Visitors**

Urbanest reserves the right through its staff to refuse any non-resident admission to the Halls at any time or to require them to leave the Halls. Never lend your Accommodation 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 Accommodation. There are no guest rooms in any of the Halls.

## 16. Charges

Charges applied to students pursuant to the terms of the Tenancy Agreement and these General Regulations must all be fair and transparent. Charges can be raised for any breach of the terms of these General Regulations or the Tenancy Agreement and will reflect the actual loss to Urbanest including:

- if damage is caused to your Accommodation or Halls and/or the furniture, equipment, Fixtures and Fittings in your Accommodation or Halls and/or to any other property within the Accommodation or Halls
- if the resident fails to keep their Accommodation and or any communal areas within Halls in an acceptably clean state as required by these General Regulations
- if any Urbanest property is taken from the Accommodation or Halls
- if damage is caused to communal areas within Halls
- if Urbanest are required to replace keys, Electronic Key Fobs, Swipe/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 their Accommodation or Halls, including the communal areas. If damage is caused to communal areas within Halls, 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 Urbanest, no additional charges will be added. If additional cleaning is needed to communal areas within Halls, in instances where, after reasonable investigations, responsibility cannot be attributed to any individual or individuals, the cost the cleaning contractor charges to Urbanest will be divided equally among the students permitted to use the relevant area.

Residents will be notified by Urbanest of any potential charges, payment of which will be administered by UCL Accommodation.

## 17. 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 the Halls. 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 6:00pm to 8:30am the following morning, and throughout weekends and holidays. You will recognise your SRAs by the blue hoodies and poloshirts they wear when on duty. You can contact your SRAs by visiting reception and asking to speak to the duty SRA, or by attending one of their Flourish community building activities. There

is always someone available (365 days per year) to provide support in case of an emergency in all Halls.

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 Halls 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 Halls' office or designated local 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 – <https://www.ucl.ac.uk/students/support-and-wellbeing/evening-andweekend-support>

### **18. Drugs**

The use or possession of illegal drugs is not tolerated at your Accommodation or Halls, 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. Urbanest also reserves the right to terminate your Tenancy Agreement.

## 19. Sexual Harassment and Sexual Violence

19.1 UCL will not tolerate sexual harassment or sexual violence and is committed to ensuring that students, staff and the wider UCL community are protected from sexual misconduct.

UCL supports the Students' Union's [Active Bystander Programme](#) which aims to train UCL students to recognise and challenge problematic behaviours, such as bullying, harassment and sexual misconduct both on- and off-campus.

19.2 If a complaint of sexual harassment or sexual violence is made against you:

19.2.2 UCL reserves the right to relocate you (in accordance with Regulation 39) to other accommodation; or

19.2.3 Urbanest may terminate your Tenancy Agreement both:

- (a) where any complaint is upheld following compliance with UCL's policies and procedures; or
- (b) otherwise in accordance with Clause 11 of your Tenancy Agreement.

## 20. Leaving your Hall

Your key(s), Swipe/Access Card, Electronic Key Fob must be returned to the hall office of your Halls by 10:00 am on your day of departure. If you do not return your keys to the hall office of your Halls you will be charged for the reasonable cost of replacing the appropriate keys and/or locks. Your Accommodation (including the bathroom if your room is En-suite) and any communal kitchen must be left clean and tidy. This includes removing all rubbish and food and disposing of it in the appropriate location. Where your Accommodation is a studio you must leave all areas of the studio clean and tidy. Charges will be raised where your Accommodation (including where this is a studio) have not been left in a clean and tidy condition upon your departure from the Accommodation or at the end of the tenancy period. These will be no more than the cost of the cleaning charged to Urbanest estimated to be:

- £40 charge for a standard single room
- £60 charge for an En-suite single (£30 for the bedroom and £30 for the bathroom)
- £75 charge for a studio
- £20 charge per person for a communal kitchen.

There may be additional charges if the communal bathroom areas are left dirty. Items left in your Accommodation, kitchens or bathrooms after you have left your Accommodation and returned your keys, will be assumed to be unwanted and will be disposed of should you fail to take steps to recover the goods following notice to you that the goods may be disposed of. Any loss incurred by Urbanest as a result of you failing to remove goods on termination of the Tenancy Agreement, including any storage costs, will be invoiced to you.

It is not possible to forward post to you after your departure so please ensure that you change your address on your Portico account. Post and deliveries for residents who have left will be refused or returned to sender.

## **21. Deposits**

The deposit of £250 you pay when accepting a place will be deducted from your first Invoice for your accommodation fees.

If you have accepted the offer of accommodation (by entering into the Tenancy Agreement) 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 Hall Team or the UCL Accommodation Office that you will be arriving late, your Tenancy Agreement will be terminated, and your deposit will be refunded.

## **22. Further Regulations, Guidance and Instructions to Students**

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

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

In the event of any circumstances giving rise to public health and/or safety concerns which are also relevant to your Accommodation (including an epidemic or pandemic such as Covid-19), you agree to follow all UK Government legislation and guidance applicable to your Accommodation for the duration of your Tenancy Agreement and to abide by all further guidance, obligations and procedures applicable to your Accommodation which are issued by UCL and/or Urbanest.

## **23. ANUK Code**

Urbanest is managed in accordance with the Accreditation Network UK. A copy of the Code may be found at <https://www.anuk.org.uk/>.

## **24. Complaints and Escalation Procedure**

### **24.1. Service at the Halls**

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 Urbanest may fall short of reasonable expectations. This Regulation 24 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 the service provided by or through Urbanest, please follow the complaints procedure set out in this General Regulation 24 or contact your Hall Team directly.

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 Campus Experience and Infrastructure (CE&I).

## 24.2. 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 Urbanest or Urbanest contractors' actions (or inaction) and inappropriate behaviour by a member of Urbanest staff or contractors.

## 24.3. The Process

If you wish to make a complaint about your experience within the Urbanest Halls, please follow the processes noted below. We encourage all residents to address all complaints in the first instance to Urbanest to investigate and resolve, following the process in Regulation 24.3.1. **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 24.3.2). Further detail on the UCL Student Complaints Procedure is set out in Regulation 24.3.2.**

### 24.3.1 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 25.
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 your [urbanest portal](#). 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 your [urbanest portal](#)) 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 Head of Operations including, if you wish, the form of remedy sought. Contact details can be provided by the Accommodation Manager. In order for a complaint to be considered, it must be submitted to the 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 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.
4. If you are unhappy with the response from the Head of Operations you should submit the complaint in writing to the Director of Accommodation (whose details can be provided by the Accommodation Manager), who will review the complaint and the decision of the Head of Operations. In order for a complaint to be considered by the Director of Accommodation, it

must be submitted to the Director of Accommodation no later than 7 calendar days after the decision of the Head of Operations is issued to you. If the complaint is received after this time, the Director of Accommodation 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 Director of Accommodation.

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 Urbanest or UCL staff members identified in the complaints process in this Regulation 24.3.1 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 Urbanest or UCL (as applicable) staff member who you can submit your complaint to and/or who will deal with the complaint on behalf of the identified Urbanest or UCL staff member. In such circumstances the references to the identified Urbanest or UCL staff member in the complaints process noted above should be read as references to the Urbanest or UCL staff member acting on their behalf.

#### **24.3.2 The UCL 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 Accommodation complaints process in Regulation 24.3.1, 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 UCL 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 UCL Student Complaints Procedure, complaints must be submitted under that procedure within three 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 UCL 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 Students' Union Advice Service.

Link to UCL Student Complaints Procedure:

<https://www.ucl.ac.uk/academicmanual/chapters/chapter-6-student-casework-framework/section-10-ucl-student-complaintsprocedure>



## 25. 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.

- **Building works and maintenance**

It is not always possible to schedule building works and maintenance works when Halls 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 Urbanest**

Where there is a lack of services resulting from a failure of provision by or on behalf of Urbanest, Urbanest 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 Urbanest 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 affect 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 39). 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 Urbanest and/or UCL Accommodation will be managed in line with the complaints process which is outlined in regulation 24.3.1. You can also submit a claim for compensation via the UCL Student Complaints Procedure as explained in Regulation 24.

## **26. 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.

## **27. Maintenance**

For any non-emergency maintenance issues, please report via the Urbanest Portal and the Hall Team will log the issue with the Urbanest maintenance team. For any emergency maintenance issues, please contact your Hall Team directly. Do not assume that someone else has reported a fault. The Hall Team, Warden, Student Residence Adviser team, cleaning and maintenance staff have the right to enter your Accommodation or any other rooms in Halls at any time for necessary maintenance, window cleaning, etc. Advance notice will be given where possible. Blu Tack is the only permitted adhesive on gloss paintwork and can mark walls in some rooms depending on the paint and surface. Please ask the Hall Team for advice concerning your Accommodation. Glue, drawing pins and adhesive tape are not permitted. Your Accommodation and kitchens will be inspected once a term; you will be informed in advance.

## **28. Snow and Ice**

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

## **29. TV Licensing**

If you bring a TV you must also bring a licence. You are not covered by the licence in Halls 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>.

### **30. Temporary Absence**

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

### **31. 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. Details about the UCL 24/7 Student Support Line can be found here <https://www.ucl.ac.uk/students/support-and-wellbeing/mentalhealth-and-wellbeing/ucl-247-student-support-line>.

If you are diagnosed with a mental health condition or disability, UCL recommends that 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 Hall 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.

### **32. Student of Concern**

UCL is committed to the wellbeing and safety of its 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](mailto: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, UCL aims 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](#).

### **33. Misconduct on Campus or in Student Accommodation**

If you are a victim of bullying, harassment, or sexual misconduct please inform your Halls 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 34.

### **34. Personal Problems**

The Hall 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: 1<sup>st</sup> Floor, 25 Gordon Street  
Email: [su.advice@ucl.ac.uk](mailto:su.advice@ucl.ac.uk)
- Student Support and Wellbeing 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](mailto: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](http://www.nightline.org.uk)
- Samaritans Helpline (24 hrs)  
Tel: 08457 90 90 90  
Web: [www.samaritans.org.uk](http://www.samaritans.org.uk)
- Mind (mental health charity)  
Tel: 0845 766 0163  
Web: [www.mind.org.uk](http://www.mind.org.uk)
- Talk to Frank (drugs helpline) Tel: 0800 77 66 00  
Web: [www.talktofrank.com](http://www.talktofrank.com)
- Drinkline (alcohol helpline)  
Tel: 0800 917 8282
- London Lesbian & Gay Switchboard Tel: 020 7837 7324  
Web: [www.llgs.org.uk](http://www.llgs.org.uk)

### **35. 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](#)' page.

### **36. Discrimination and Personal Harassment**

UCL 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 any UCL premises is wholly unacceptable and will be grounds for disciplinary action pursuant to the Disciplinary Code, which may include expulsion, suspension or exclusion from UCL premises including your Halls and/or termination of your Tenancy Agreement. In addition, if a complaint is made against you UCL reserves the right to relocate you (in accordance with Regulation 39) to other accommodation. Any incidents of this nature should be reported to the Hall Team, Warden or the Registrar via the Casework team ([casework@ucl.ac.uk](mailto:casework@ucl.ac.uk)).

### **37. Information for International Students**

The UCL International Student Support website ([www.ucl.ac.uk/iss](http://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 UCL Immigration Advice team can help you with queries relating to visas and immigration advice (<https://www.ucl.ac.uk/students/immigration-and-visas/student-immigration-advice>).

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/>.

### **38. Use of your Personal Data**

How UCL uses 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/privacypolicies#:~:text=We%20do%20not%20share%20personal,resident%20in%20UCL%20provided%20accommodation.&text=It%20is%20important%20that%20you,effect%20on%20your%20accommodation%20needs>.

Please see clause 19 of your Tenancy Agreement for further information on the use of your personal data.

### **39. 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 5, Regulation 19, and Regulation 36.
- those set out in your Tenancy Agreement.
- your well-being or the well-being of others.
- in the interests of good estate management.
- where major works are required to your Accommodation or Halls resulting in closure of your Accommodation or Halls.
- where required by a disciplinary decision or precautionary measures pursuant to the Disciplinary Code.

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 or assessment of risk limited notice may be given.

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.

Where re-housing is required following a disciplinary decision pursuant to the Disciplinary Code which results in accommodation with a higher weekly accommodation fee, the increase in the accommodation fee will be the responsibility of the student.

### **40. Community Consideration**

The majority of Halls are situated in highly populated areas and therefore all residents have a duty to be considerate of the local community. Do not make unnecessary noise when arriving or leaving Halls, especially at night times. Do not damage the property of local residents and do not drop litter in the local area.

### **41. Council Tax**

If for any reason you become or you cause us to become liable for council tax for the Accommodation (for example, because you are in full time employment or claim social security benefits) then you will pay such council tax (or reimburse UCL and/or Urbanest for any sums they pay within 14 days of written demand).

## **GLOSSARY**

<b>Accommodation</b>	The study bedroom or such other type of accommodation as is occupied by you pursuant to your Tenancy Agreement
<b>Adaptor</b>	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
<b>Balcony</b>	An area with a wall or bars around it that is joined to the outside wall of a building on an upper level
<b>Blu Tack</b>	A reusable adhesive commonly used to attach papers to walls or other surfaces
<b>Deposit</b>	A sum of money required to pay when accepting a place in Halls
<b>Electoral Register</b>	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.
<b>En-suite</b>	A bathroom which is directly connected to a bedroom
<b>Electronic Key Fob</b>	An electronic key fob is used for activating keyless entry systems
<b>Fittings</b>	A piece of furniture which is not permanently fixed in
<b>Fixtures</b>	A permanently fixed piece of furniture
<b>Hall Team</b>	Staff based at Halls to manage the building and support residents; their contact details are available on Hall noticeboards and at offices staffed by Urbanest staff.
<b>Halls</b>	The halls, house or building in which your Accommodation is located
<b>Invoice</b>	A request for payment
<b>Parapet</b>	A barrier, similar to a wall, at the edge of a roof, terrace, Balcony or other structure
<b>Portico</b>	Student Information System at UCL accessed by user-id and password
<b>Prohibited Areas</b>	Prohibited Areas include, but are not limited to the following areas within Halls:- all roof areas, Balconies, Parapets, ledges, boiler rooms, electrical intake/riser cupboards, lift motor rooms, and any other areas which have notices on access doors stating that there is a hazard within.



<b>SRA (Student Residence Advisor)</b>	Postgraduate residents employed by UCL Support and Wellbeing to support students in Halls, who are available by visiting the Halls reception or calling the SRA duty mobile using the details provided by the Halls Team.
<b>Swipe/ Access Card</b>	A plastic card that you slide through a machine in order to be allowed into a building.
<b>Tenancy Agreement</b>	The agreement pursuant to which your Accommodation is let to you by Urbanest (a copy of which is set out at Section B above).
<b>Urbanest</b>	Urbanest UK Kings Cross MT Limited Partnership (company number LP013902), the Landlord of your Halls.
<b>Wardens</b>	Live-in members of staff, representing UCL Student Support and Wellbeing and supporting the SRAs.