

# **Accommodation General Regulations 2020-21**

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

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## **SECTION A – UCL ACCOMMODATION PROMISE**

UCL Accommodation strives to offer welcoming, comfortable and secure accommodation. We are committed to providing a supportive and friendly environment for all students, staff and visitors who use our services. Living in University accommodation is a community experience that the vast majority of students enjoy. Regulations are necessary to ensure the smooth operation of UCL accommodation. In essence, the 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/academic-manual/c1/code-of-conduct>
- Be aware of UCL's Student Disciplinary Code and Procedure <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 acknowledge written comments/complaints within 3 working days and respond fully within 7 days
5. Agree a timescale with you for keeping you informed of the progress, if the matter is complex
6. Promote equality and diversity by treating all individuals with dignity, respect and sensitivity

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

### **Important terms in your Licence Agreement and General Regulations**

The terms on which you are entitled to occupy your accommodation are set out in your Licence Agreement (Section B) and the General Regulations (Section C). You are advised to read the

Licence Agreement and the General Regulations carefully before accepting an offer of accommodation.

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

- The obligation to pay accommodation fees ([point 5](#) , page 8).
- The duration of your licence ([point 2](#), page 6).
- The grounds on which UCL may terminate your licence early, for example if you breach the standards of behaviour required by UCL regulations ([point 3](#), page 6).
- The circumstances in which UCL might require you to move rooms or relocate to other accommodation ([point 3](#), page 7 and see [6.1](#) in your Licence Agreement and [Regulation 22](#) of the General Regulations).
- Your liability to pay additional fees if you are late in paying accommodation fees, or if you lose your keys, fob or swipe card ([points 5 \(b\)](#) and [5 \(c\)](#) page 9).
- Your liability to pay additional charges if your accommodation or any communal areas, furniture or facilities are damaged or left in an unacceptable state ([point 5\(e\)](#), page 10) and see also Regulation [19](#) and [23](#) of the General Regulations).
- A room inventory is provided on arrival and indicates the condition of your room at the start of your accommodation contract. Unless you indicate otherwise, in writing to the site office at your accommodation, within 48 hours of moving into your room, the original inventory will be used at the end of your contract to determine any damages charges attributed to you ([point 5\(e\)](#), page 10).
- The requirement to comply with relevant UCL regulations, breach of which can lead to early termination of your licence and/or termination of your studies ([point 1](#), page 6). Less serious breaches can lead to fines or other disciplinary sanctions, as explained in the examples given in this document.
- Restrictions on UCL's liability for matters such as theft or damage to your property and we recommend that you obtain appropriate insurance for your belongings ([point 6.1\(d\)](#), page 11 and point [6.2](#), page 12 and [Regulation 28](#) of the General Regulations).
- Circumstances in which UCL might pay compensation for example if there is a major disaster that closes your building, or in certain circumstances where services to your accommodation fail and the time limits for notifying such claims ([points 6.1\(e\) - \(f\)](#), pages 11 and 12, and pages [Regulation 28](#) of the General Regulations).
- The requirement to pay a deposit and the circumstances in which UCL may retain all or part of the deposit at the end of your licence ([point 5 \(a\)](#), page 9).

This document also contains important information, including:

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

## SECTION B – LICENCE AGREEMENT

### UCL Accommodation Licence Agreement (“Agreement”)

#### 1 PRELIMINARY

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

You must comply with all the requirements mentioned in your Licence Agreement as well as those in the

- General Regulations
- COVID-19 Addendum to the General Regulations
- Home Booklets
- UCL’s Code of Conduct for Students
- UCL Student Disciplinary Code and Procedure

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

This Licence Agreement applies to the period commencing **26 September 2020** up to, and including, **26 June 2021 (15 September 2021 for a 50.57 week contract)\***.

At the end of the contract period you will be required to vacate your room or flat and remove your belongings by 10:00 am on **26 June 2021\* (15 September 2021 for a 50.57 week contract)**. Any belongings left in rooms after this date will be deemed to be unwanted and may be disposed of after a period of 7 days. Notice of this will be left in your room or flat if UCL does not have a forwarding address for you.

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

\* **4 January 2021** for students holding a 1<sup>st</sup> Term only Licence Agreement.

#### 3 TERMINATION OF LICENCE AGREEMENT BY UCL

The licence granted by Clause 2 of this Agreement may be terminated by UCL giving at least 14 days written notice if you are in breach of any of your obligations under this Agreement or the latest UCL Accommodation General Regulations document e.g.

- You cause damage to your accommodation or the furniture in your room such that it is not reasonably usable for residential purposes
- You commit an act of gross misconduct or engage in illegal activity, including but not limited to, sexual harassment or sexual violence, vandalism and drug use (including substances defined under the Psychoactive Substances Act 2016),
- Misuse of Fire Safety equipment, etc., including maliciously triggering the fire alarm or covering or damaging smoke detectors
- Repeated anti-social behaviour including repeated incidents of excessive noise
- Suspension from UCL in advance of a disciplinary hearing, in the event that a UCL risk assessment deems termination of the accommodation licence to be an appropriate and proportionate step
- You sub-licence your room or flat or otherwise part or allow any third party into possession
- The possession or use of illegal substances, including legal highs

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

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

UCL shall also have the right to relocate you to other accommodation pursuant to UCL's policies, procedures and regulations including, without limitation, the UCL Disciplinary Code and Procedure in Respect of Students.

#### **4 WHEN CAN YOU CAN TERMINATE THIS LICENCE AGREEMENT?**

Except under the following circumstances you shall not be entitled to terminate this Licence Agreement which shall in any event terminate on **26 June 2021 (15 September 2021 for a 50.57 week contract)\*** and you undertake to remain in occupation of the premises throughout the said academic year and make all payments required.

##### **(a) During the first term**

If you would like to leave your UCL accommodation after your arrival during the first term you can give notice at any time by submitting a **Notice to Quit** request online at <https://www.ucl.ac.uk/accommodation/fees-guidance-and-payment>. If a suitable replacement student is found you will remain liable for your accommodation fees until the replacement student takes over your room. A suitable replacement student is a UCL student who is not currently in UCL Accommodation and is deemed to be suitable in UCL's reasonable opinion. If no suitable replacement is found you remain liable for your accommodation fees until the end of the first invoicing period which is **9 January 2021\***.

### **(b) At the end of the first term**

If you would like to leave your UCL accommodation at the end of the first term you are required to give at least 28 days written notice prior to **9 January 2021** i.e. you must complete and submit a **Notice to Quit** request online at <https://www.ucl.ac.uk/accommodation/fees-guidance-and-payment> no later than **11 December 2020**. If you submit the notice after **11 December 2020** you will remain liable for your accommodation fees until a replacement student is found to take over your room. A suitable replacement student is a UCL student who is not currently in UCL Accommodation and is deemed to be suitable in UCL's reasonable opinion. However, if no suitable replacement is found you remain liable for your accommodation fees until the end of the third term for invoicing purposes, which is **26 June 2021 (15 September 2021 for a 50.57 week contract)\***.

### **(c) During the remaining terms**

If you would like to leave your UCL accommodation during the remaining terms you must submit a **Notice to Quit** request online at <https://www.ucl.ac.uk/accommodation/fees-guidance-and-payment>. If a suitable replacement student is found, you will remain liable for your accommodation fees until the suitable replacement student is found to take over your room. A suitable replacement student is a UCL student who is not currently in UCL Accommodation and is deemed to be suitable in UCL's reasonable opinion. If no suitable replacement is found you remain liable for your accommodation fees until the end of the contract date which is **26 June 2021 (15 September 2021 for a 50.57 week contract)**.

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

\* **4 January 2021** for students holding a 1<sup>st</sup> Term only Licence Agreement.

The UCL Accommodation Office maintains a list of students who are seeking University allocated accommodation. If you wish to leave University allocated accommodation, they may be able to assist in finding another 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)

## **5 FEES**

### **(a) Accommodation Fees**

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



Accommodation fees may be paid by the following methods:

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

As part of the offer accept process to secure your place, you are required to pay a deposit of £250 by the deadline stated in your offer email. Any deposit paid by you can be used to cover any payments due from you under the terms of this Licence Agreement or to remedy any breach by you of the terms of this Licence Agreement. Any balance remaining at the end of this Licence Agreement will be credited to your student account against the final payments due from you under this Licence Agreement.

#### **(b) Late Payment Fee**

A £25.00 late payment fee will be added to the account for each term that payment is not made by the due date. If you are unable to pay you **MUST** inform the site office of your accommodation of your circumstances and to see if a payment plan is appropriate (but without any obligation to agree any such plan). If you present a cheque which is subsequently returned 'dishonoured' after the due date (for example due to lack of funds) you will also be subject to a late payment fee of £25.

If your accommodation fees remain unpaid by the due date and if you have made no formal repayment arrangement, UCL will pass all outstanding and future debts to an external debt collection agency, which may result in legal action through the Courts and a County Court Judgment made against you. In addition the University reserves the right to issue a 28 day 'Notice to Quit' to expire at the end of the invoice period, at which point you will be required to leave your room.

#### **(c) Keys**

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

You will be charged no more than

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

It is your responsibility to return your keys to the site office of your accommodation when you leave your room at the end of your occupation under this Agreement.

#### **(d) Room Checks**

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

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

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

If:

- (i) damage is caused to your room and the furniture, equipment, fixtures and fittings and to any other property; and/or
- (ii) you fail to keep your accommodation in an acceptably clean state as required by the General Regulations document; and/or
- (iii) if you choose to vacate your accommodation before the end of your Licence Agreement
- (iv) any UCL property is taken from your accommodation

You will be responsible for the reasonable cost of repair or replacement (whichever is cheaper) which you have caused, by your negligence or wilful acts, or where this is due to the negligence or wilful acts of anyone you have invited into the accommodation, including the common areas.

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

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

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

A room inventory is provided on arrival and indicates the condition of your room at the start of your accommodation contract. Unless you indicate otherwise, in writing to the site office at your accommodation, within 48 hours of moving into your room, the original inventory will be used at the end of your contract to determine any damages charges attributed to you.

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

In instances where, after reasonable investigations, responsibility for damage caused cannot be attributed to any individual or individuals, the reasonable cost will be divided equally among the students within the affected area.

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

### **6.1 UCL will be liable:**

- (a) For death or personal injury arising from its own negligence, or from its own acts or omissions that it is responsible for; or
- (b) For fraud or fraudulent misrepresentation that it is responsible for; or
- (c) In respect of any other rights or liabilities it has that may not be lawfully excluded or restricted (for example under the Consumer Rights Act 2015 or the Equality Act 2010).
- (d) For theft of, or damage to any of your property in your UCL accommodation where such theft or damage is caused by the negligence or wilful actions of UCL up to a maximum of £2,000 in total for one academic year.
- (e) For compensation where services to your accommodation temporarily fail as a result of action or inaction by UCL. Such compensation will only be payable where UCL has been unable to arrange an adequate alternative provision within 36 hours of UCL having been notified of the failure. Such compensation will not be payable where the failure in services is caused by vandalism by you or your invitees or other residents. Compensation payable under this sub-paragraph will be calculated on the basis of 1/4 of the accommodation fees for the duration of the failure in service provision after 36 hours.
- (f) Where there is a catastrophic failure of services or the destruction/inoperability of part of your building necessitating closure, UCL will take all reasonable steps to re-house affected students. Accommodation fees for your original accommodation

will only be payable up to the date of closure. If you accept an offer of re-housing you will bear the cost of your new accommodation. UCL's liability to you in such circumstances will be limited to one week's accommodation fees.

Claims for compensation under paragraphs 6.1(e) or (f) must be made in writing to the Hall Manager at the appropriate site within 21 days of you becoming aware of the event causing the claim. UCL will respond to the claim within 21 days unless there are good reasons for extending the time limit (for example where UCL systems are affected by the catastrophic failure).

6.2 Subject to paragraph 6.1 above, UCL is not liable for:

- (a) theft of, or damage to any of your property or the property of your invitees to your UCL accommodation where such theft or damage is not caused by the negligence or wilful actions of UCL (for example where a third party steals or damages your property), or to the extent it exceeds the limitation under paragraph 6.1(d) above; or
- (b) any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by you or your invitees to your UCL accommodation in the exercise or purported exercise of the rights granted by this Licence Agreement to the extent that such matters are caused or contributed to by you or your invitees acting negligently, wilfully or recklessly in disregard of the terms of this Licence Agreement.
- (c) Compensation for noise caused by building works or maintenance works.

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

## **SECTION C – GENERAL REGULATIONS**

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

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

### **2. Luggage**

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

### **3. Study Bedroom**

The room allocated to you should be the one that you occupy for the duration of your Licence Agreement. UCL Accommodation does however reserve the right to change your room allocation if there are any problems or to ensure best use of space. Please do not remove furniture from your bedroom; the Halls do not have room to store it.

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

If you bring any furniture with you, it must comply with the Furniture and Furnishings (Fire safety) Regulations 1988 (as amended in 1989, 1993 and 2010), and be labelled appropriately. All items provided by UCL, 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 maintenance required as a result of ignoring this request will be charged to you. Rooms and kitchens will be inspected once a term; you will be informed in advance.

### **4. Inventory**

You are required to complete an inventory within 48 hours of arrival. You are under an obligation to return the premises in a condition equivalent to that found on taking up residency. Any damage, save for reasonable wear and tear, will be the financial responsibility of the resident. You must leave furniture, furnishings and other contents of the premises in the same room as shown on the room inventory.

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

## **5. Occupants of Twin Rooms**

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

## **6. Occupation of Your Room**

Your room is allocated on the basis of your sole occupancy, unless the room has been designated as a twin room by UCL, or with your partner/family in the case of couple/family accommodation. You must not allow any other person to occupy or share your room. You will be subject to UCL's Disciplinary Code and Procedure and/or termination of your licence if you sublet your room. UCL reserve the right to relocate you to the equivalent standard accommodation, if your room becomes uninhabitable or for welfare issues.

## **7. Smoking Policy**

Smoking, including E-Cigarettes and vape pens, is not permitted anywhere in UCL Accommodation. Smoking is also prohibited immediately outside the entrances or open windows of UCL Accommodation. Smoking in prohibited areas is a disciplinary offence. Covering smoke detectors is a criminal offence and you may be subject UCL's Disciplinary Code and Procedure and/or termination of your licence. In the interests of fire safety hookahs, shishas, and similar smoking devices are not permitted in UCL Accommodation. It is a disciplinary offence to have these items in your room.

## **8. Meal Cards**

A meal card will be issued for students in Ifor Evans Hall and Ramsay Hall on arrival. Cards must be shown at each meal time. Meal tickets for guests can be purchased from the site offices, for which you will be invoiced on your Portico account. It is a disciplinary offence to fraudulently obtain a meal for a non-resident by any means.

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

## **9. I.T. Provision**

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

## **10. Cleaning**

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

Vacuum cleaner for student use are available in all halls.

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

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

## **11. Pest Control**

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

## **12. Window Restrictors**

For safety and security reasons, windows are fitted with restrictors and you are not permitted to tamper with, or remove window restrictors in your accommodation. It is a disciplinary offence to tamper with, or remove window restrictors. A charge may be levied for the repair or reinstatement of the damaged or missing window restrictors.

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

You must not throw or drop items from windows or doors in your Hall. All roof areas, balconies, parapets and ledges are out of bounds. There are several different types of potentially hazardous areas into which entry is prohibited. You are not permitted to enter boiler rooms, electrical intake/riser cupboards, lift motor rooms or commercial kitchens (for Evans Hall and Ramsay Hall). Prohibited areas have notices on access doors stating that there is a hazard within. It is a disciplinary offence to enter into any prohibited area.

### **14. Prohibited Items and Activities**

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

- Kettles and toasters are provided in each kitchen – students should not bring their own.
- Cooking equipment may be stored in bedrooms, however, cooking must only be undertaken in designated kitchen areas. Under no circumstances should equipment including but not limited to toasters, kettles, microwaves, rice cookers, sandwich makers, grills or hotplates be used in bedrooms; such use or any indication thereof (eg equipment being plugged in).
- Refrigerators are not permitted in bedrooms unless required for a specific medical condition. If you would like to request permission to have a refrigerator in your room on medical grounds you must contact the UCL Student Disability Services prior to your arrival.
- Students should not use or store portable heat equipment.
- Students should not use or store of fire arms (including legally held fire arms) or other weapons or dangerous substances such as explosives, knives (other than those used for food preparation) and fireworks.
- Students should not use or store mood lighting such as fairy lights.
- Students should not use or store humidifiers.
- The use and storage of dart equipment.
- The use and storage of plug-in air fresheners.
- Students should not use or store items which have a potential for a naked flame such as candles, incense sticks/fragrance burners/joss sticks, aromatherapy burners, hookah and shisha pipes, oil lamps and barbecue equipment.
- Students should not use multi-way cube adaptors, non-fused electrical equipment, overloaded extension cords or any electrical equipment in disrepair.
- The playing of ballgames is not permitted in any part of the accommodation.
- The use and storage of illegal substances including legal highs. See the section on Drugs for more information.
- Smoking, including e-cigarettes and vape pens is not permitted anywhere in the accommodation. See the section on Smoking for more information.



## 15. Fire Safety

### 15.1. Fire Action Notices

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

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

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

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

On hearing the fire alarm

- **Make sure** anyone in the room with you is fully awake and aware of the fire alarm activation.
- **Evacuate the building** by your nearest available escape shutting all doors behind you.
- **Go immediately to the designated Fire Assembly Point** for the residence.
- **During winter months and colder days**, remember to put shoes on and take a warm coat with you.
- **At all times**
  - **Act** quickly and calmly;
  - **Do not** waste time collecting personal belongings;
  - **Do not** run;

### 15.2. Means of Escape

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

### 15.3. Fire Doors

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

**You must not obstruct or wedge the doors, or remove the self-closing devices.** Doing so is a disciplinary offence and a charge may be raised if the door needs to be repaired or

replaced. If the door is damaged or not fully closing, then you must report this to the Hall Manager for immediate repair works to be undertaken. Fire doors are critical life safety equipment that prevent the travel of dangerous smoke & hot gasses into escape routes.

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

### **15.4. Fire Alarms**

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

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

### **15.5. Fire Extinguishers**

Fire extinguishing equipment has been provided throughout Student Halls of Residences. **Do not** interfere with pins, tags or maliciously set off the fire extinguishers; doing so is a disciplinary offence and charge may be raised for refilling or replacing extinguishers. These extinguishers are **life safety equipment** and for use in the event of a fire.

### **15.6. Fire Evacuation Drills**

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

### **15.7. General Precautions**

Any person found interfering in any way whatsoever with fire-fighting equipment or alarms, other than for proper use, will be required to leave the residence permanently. In addition, all such persons will be referred to the Warden or Hall Manager, as appropriate, who will take disciplinary action against the student. However, such action will not preclude an independent action by the Fire Authority (London Fire Brigade) under appropriate legislation.

Frivolous discharge of fire extinguishers will be charged to the individual or to all residents of the residence if the culprit is not known.

- **Smoking, including e-cigarettes and vape pens, is NOT permitted in UCL Halls of Residences (or any UCL premises).**
- The **use of candles, incense, fireworks or hookah pipes are NOT permitted** in any UCL Halls of Residence.
- **Always**, switch off electric fires, heaters and all other electric appliances and lights when you leave your room and at night.
- **Do not** use paper light shades or paper masking on any light fitting.
- **Do not** use plastic or wicker waste paper bins, and empty waste paper bins every day.
- **Never**, hang washing on or near Convector Heaters and do not obstruct the airflow around these types of heaters in any way.
- **Never**, leave the kitchen when you are cooking food and be especially careful with hot fat and oil. Any resident who leaves deep-frying or other cooking unattended may be suspended from residence.
- **Do not cook in your bedrooms** - the use of portable heating and cooking / BBQ's are not permitted equipment in your room is **strictly forbidden**.
- **Do not** bring hazardous substances into your room even from laboratories or other UCL premises.
- **Plug-in air fresheners are not permitted** – these have been identified as the cause of several large fires, including fatal fires.
- **Surfaces and equipment in drink and food preparation areas** - must be kept clear of combustible materials. For example, paper towels, paper plates, plastic cups, cutlery and polystyrene type products; which should be stored in cupboards or non-combustible containers.
- **Electric power adapters and extension leads** - must not be used for drink and food preparation equipment. Electrical equipment must be inspected and Portable Appliance Tested to comply with Electricity at Work Regulations 1989.

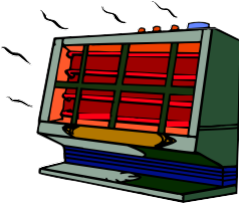



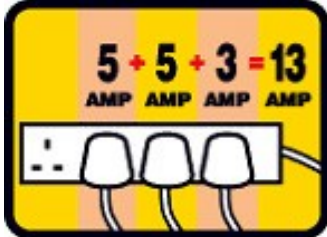



## 15.8. Electrical Safety

While staying in UCL Accommodation, you should

- only use 230v equipment with an appropriate and correctly designed plug or adaptor.
- only use fused power boards/extension cords/trailing style adaptors
- ensure the maximum load for any one socket should not exceed 13 amps.
- only use one adaptor per socket – don't plug one adaptor into another and try to keep to one plug per socket
- not allow flexes to trail across floors.
- not use cuboid adaptors.
- not use faulty or damaged equipment
- not leave appliances on overnight unless they are designed to be left on.
- get electrical appliances wet.

- put anything in the microwave that is made of metal, or has a metallic finish or parts
- not use portable heaters
- not use adapters on pendant light fittings
- ask your Site Team or Wardens to explain how to use any UCL electrical equipment you do not know how to use eg stoves

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

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

You must take responsibility for their own safety and check regularly for the following danger

signs including

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

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

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

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

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

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

## 16. Pets

Pets are not permitted. It is a disciplinary offence to have a pet in your accommodation.

## **17.Noise**

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

## **18.Visitors**

UCL reserves the right through its staff to refuse any non-resident admission to the accommodation at any time or to require them to leave the premises. Never lend your room key/swipe card/fob to anyone else. You are personally responsible for the conduct of your guest(s) at all times and may not allow them to live in your room. There are no guest rooms in any of the accommodation.

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

## **19.Charges**

Charges may be applied to students for a variety of reasons but these must all be fair and transparent. Charges can be raised

- if damage is caused to a room and the furniture, equipment, fixtures and fittings and to any other property
- if the resident fails to keep their accommodation in an acceptably clean state as required by these Regulations
- if the resident chooses to vacate their accommodation before the end of your Licence Agreement
- if any UCL property is taken from the accommodation
- if damage is caused to communal areas - in instances where, after reasonable investigations, responsibility for damage caused cannot be attributed to any individual or individuals, the reasonable cost will be divided equally among the students within the affected area.
- for the replacement of keys, fobs, access cards etc.

Residents will be responsible for the reasonable cost of repair or replacement (whichever is cheaper) which has been caused, by their negligence or wilful acts, or where this is due to the negligence or wilful acts of anyone they have invited into the accommodation, including the

common areas. Where cleaning is required, this will be charged back to the student at the same cost as the cleaning contractor charges UCL, no additional charges will be added.

## **20. Role and Authority of Wardens and Student Residence Advisers**

The role of the Warden and their teams of Student Residence Advisers within the accommodation is to promote a collegiate environment and to provide a caring and supportive atmosphere for all residents. Whilst the role of the Warden teams encompasses the discipline and welfare concerns of residents, it is important that residents realise that the aims of any disciplinary action should be to empower the individual concerned in such a way that he or she feels able to address the issue of concern; in extreme situations this may be in an alternative environment.

The Warden also has disciplinary powers delegated by the Registrar\* of UCL as follows:

(a) The Warden may take disciplinary action where it is deemed appropriate against any resident in order to maintain harmonious relations within the Hall and this includes the right to fine students to a maximum of £100 through the Registrar for a breach of UCL's Student Disciplinary Code (<https://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code/UCL-Student-Disciplinary-Code-and-Procedure-in-Respec-of-Students.pdf>).

Standard fines may be administered by the Warden for commonplace misdemeanours, without recourse to the Registrar. A list of common finable offences can be found below. This is not an exhaustive list but provides a summary of the possible action. A charge may also be applied in addition to a fine if an item is to be repaired or replaced.:

<b>Issue</b>	<b>Action</b>
<b>Triggering the fire alarm through smoking or use of prohibited items</b>	<b>Item removed by Site Team. Refer to warden for disciplinary action.</b>
<b>Non-evacuation during a fire alarm</b>	<b>Refer to warden for disciplinary action.</b>
<b>Maliciously triggering the fire alarm</b>	<b>Charge for replacement break-glass applied by the Accommodation team. Refer to warden for disciplinary action.</b>
<b>Covering or damaging smoke detectors</b>	<b>Charge for fix applied by Accommodation team. Refer to warden for disciplinary action.</b>
<b>Removal of window or door restrictor</b>	<b>Charge for replacement/fix applied by Accommodation team.</b>
<b>Use of cooking equipment in room</b>	<b>Item removed by site team.</b>
<b>Misuse of fire extinguishers</b>	<b>Charge for replacement applied by Accommodation team.</b>
<b>Excessive noise</b>	<b>Refer to warden for disciplinary action.</b>
<b>Offensive/abusive language/behaviour to staff/students/visitors</b>	<b>Refer to warden for disciplinary action.</b>
<b>Prohibited items in room or flat</b>	<b>Item removed by Site Team</b>

<b>Pet</b>	<b>Accommodation team speak to resident and request removal or contact RSPCA. Refer to warden for disciplinary action.</b>
<b>Entering prohibited areas, e.g. roof</b>	<b>Charge applied for any repair needed by Accommodation team. Refer to warden for disciplinary action.</b>
<b>Smoking in a prohibited area</b>	<b>Refer to warden for disciplinary action.</b>
<b>Subletting a room or flat</b>	<b>Refer to warden for disciplinary action.</b>
<b>Misuse of meal cards in catered accommodation.</b>	<b>Refer to warden for disciplinary action.</b>

\*The Registrar may delegate this responsibility to appropriate members of Student and Registry Services. All references to the Registrar in these General Regulations document should be understood to include such nominees.

Disciplinary fines may be appealed, with appropriate supporting documentation, to the Registrar in accordance with the UCL Student Disciplinary Code. Fines are payable online at <http://www.ucl.ac.uk/payonline>. Non-payment of a fine will result in a formal warning for misconduct being recorded on a student's record.

(b) All formal warnings must be given in writing and a copy kept by the Warden issuing the warning. Unless specifically indicated therein such warnings shall not form part of a student's academic record. However, students should note that any formal warnings may count against them if they apply for UCL or Intercollegiate Hall accommodation in subsequent years.

(c) In appropriate cases the Warden may refer the matter to the Registrar for consideration under the Student Disciplinary Code. This may include a recommendation that the student be excluded from the accommodation; that the alleged misconduct be referred to the Discipline Committee; or that UCL evict the student. UCL's Student Disciplinary Code sets out the range of penalties and procedure to be followed, including the grounds on which a student may appeal to the Registrar.

## **21. Drugs**

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

## **22. Sexual Harassment and Sexual Violence**

UCL will not tolerate sexual harassment or sexual violence and is committed to supporting UCL Union's policy of zero tolerance. If a complaint of sexual harassment or sexual violence is made



against you UCL reserves the right to relocate you to other accommodation pursuant to UCL's policies, procedures and regulations (including, without limitation, the UCL Disciplinary Code and Procedure in Respect of Students) or terminate your Licence Agreement.

### **23. Leaving your Hall**

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

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

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

### **24. Deposits (Prepayment of Accommodation Fees)**

The deposit (prepayment) of £250 you pay when accepting a place will be offset against the final instalment of your accommodation fees or any other outstanding charges under the Accommodation Agreement.

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

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

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

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

## **26. UUK Code**

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

## **27. Complaints and Escalation Procedure**

### **27.1. Our Service**

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

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

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

### **27.2. Definition of a Complaint**

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

### **27.3. The Process**

If you wish to make a complaint about your experience within UCL Accommodation, you should first try to resolve the matter informally in consultation with either the person who has caused the complaint or the Hall Manager as appropriate. Where the Hall Manager is not available an available member of staff will act on their behalf. At this stage, complaints logged in writing will be acknowledged within three working days and responded to fully within seven

working days. If the complaint cannot be resolved informally you should put the details of the matter in writing to the relevant Deputy Head of Operations including, if you wish, the form of remedy which may be sought. The relevant Deputy Head of Operations can be identified from the display on your site notice board; details can also be provided by the Hall Manager. In order for a complaint to be considered, these details must be submitted to the Deputy Head of Operations no later than one calendar month after the date in which the incident has occurred. If the complaint is received after this time the Deputy Head of Operations will exercise discretion as to whether or not the matter in question is to be investigated.

The outcome of your complaint will be issued to you in writing within 21 working days. Such notification will include details of UCL's Student Complaints Procedure in the event that you remain dissatisfied with the outcome. The 28 day time limit for lodging a complaint under the UCL Student Complaints Procedure will start from the date you are notified of the outcome of your complaint under the procedure above. At all times during the processing of your complaint informal resolution is encouraged and students may wish to seek the advice of the UCL Student Mediator or the UCL Union's Rights & Advice Service.

## **28. Compensation Claims**

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

- **Building works and maintenance**

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

- **Lack of services resulting from failure of service providers outside UCL**

If a service provider external to UCL is responsible for the provision of a service and it fails UCL will take reasonable steps to inform residents of the duration of the failure, will take reasonable steps to inform residents of any alternative provision, and will take reasonable steps to require the provider to reinstate the service without delay, including where appropriate seeking compensation from the service provider for the failure.

- **Lack of services resulting from a failure of provision by UCL**

Where the service failure arises from action or inaction by UCL, compensation payments will be considered in accordance with the provisions within 6.1(e) and an assessment of the inconvenience caused, taking account of the difference between essential and

nonessential amenities. The Deputy Head of Operations shall be responsible for determining the amount of compensation to be paid. Compensation will not be paid where a satisfactory alternative provision has been provided. Furthermore, compensation will not be paid under these circumstances until a period of 36 hours has elapsed to effect a correction of the fault.

- **Failure to report faults and vandalism**

Compensation will not be paid for a lack of service or amenity where the individual(s) affected are aware of but have failed to report as soon as reasonably possible, in writing, a fault to the Hall 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. Where re-housing in accommodation with a higher weekly fee is accepted by a student, they will not be liable for the difference in fees. Where re-housing in accommodation with a lower weekly 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 one the equivalent of one week's fees.

- **Claims**

A claim for compensation must be made in writing to the Hall Manager at the appropriate site, within 21 days of the event causing the claim. A response to the claim will normally be made within 21 days of receipt of the claim.

- **Appeals**

Appeals against a decision by the Deputy Head of Operations, should be referred to the Head of Operations. The grounds for such appeal will be:

1. The amount of the compensation offered is unreasonably low.
2. Compensation payment was unreasonably refused.

Appeals must be submitted in writing within 21 days of the date upon which the decision on compensation was communicated to the claimant.

## **29. Electoral Register**

The onus is on you, the individual to register yourself. The registering 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>.

### **30. Maintenance**

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

### **31. Snow and Ice**

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

### **32. TV Licensing**

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

### **33. Parties**

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

### **34. Temporary Absence**

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

### **35. Mental Wellbeing**

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

enquiry via [askUCL](#). In addition the UCL [Student Support and Wellbeing website](#) has a range of self-help resources and useful information available to you. -

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

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

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

### **36. Student of Concern**

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

If you are concerned about the behaviour of a student and do not want to discuss this with the Warden or SRA you can submit a [Student of Concern Form](#) or email [studentofconcern@ucl.ac.uk](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, we aim to respond to any concerns as soon as possible within a 48-hour timeframe.

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

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

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

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

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

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

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

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

### **38. Personal Problems**

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

- Your Personal or Departmental Tutor
- Student Union Advice Service  
Location: 15 Gordon Street  
Email: [su.advice@ucl.ac.uk](mailto:su.advice@ucl.ac.uk)
- Disability, Mental Health and Wellbeing team  
Location: Floor 1, Student Centre  
Submit an enquiry via [askUCL](#)
- Crime Prevention and Personal Safety Adviser - Sophie Bimson  
Tel: 020 7679 1523  
Email: [s.bimson@ucl.ac.uk](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)

### **39. Registering with a GP**

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

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

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

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

### **40. Discrimination and Personal Harassment**

The University continues to affirm its opposition on unfair discrimination in any form and it is in keeping with this policy to prohibit any kind of personal harassment including but not limited to harassment on the grounds of race, sex, disability, sexual orientation, gender identity, age, religion, belief or lack thereof. The harassment of a student, member of staff or visitor as well as any violent, indecent, disorderly, threatening or offensive behaviour or language on UCL premises is wholly unacceptable and will be grounds for disciplinary action, which may include expulsion or dismissal. Any incidents of this nature should be reported to the Site Team, Warden or the Registrar.

### **41. Information for International Students**

The UCL International Student Support website ([www.ucl.ac.uk/iss](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](#) via. The Students' Union Advice Service can help you with queries relate to visa, immigration and employment (<https://studentsunionucl.org/help-and-advice/advice-service>).



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

## **42. Use of your Personal Data by UCL**

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

UCL Accommodation will use your personal data as outlined in the Privacy Notice 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 lawful basis for processing of your personal data will primarily be that it is necessary for the performance of the accommodation contract, or for taking steps to enter into that contract. There may also be instances in which we are required to process your personal data to fulfil legal obligations, or where we have a legitimate interest in doing so. In an emergency situation we may also need to process your data to protect your vital interests.

Your personal data will be accessible to UCL staff who require access in the course of their work and will be retained in line with UCL's Central Data Retention Schedule.

Where we offer you a place with a third party provider operating under contract with UCL, your personal data will be shared with them.

If you take up a place in UCL-provided accommodation we will share your name and duration of stay with the local authority for the purposes of council tax administration. We do not share personal details with the local authority for electoral role purposes if you are resident in UCL-provided accommodation.

If you choose to share any special category personal data with us, e.g. information about health or disability, so that suitable accommodation can be provided for you, the lawful basis for using this personal data will usually be substantial public interest as we are required to process that information once volunteered, including to meet any obligations to you under equalities legislation.

It is important that you notify UCL Accommodation of a disability, medical condition, injury or illness which may affect your accommodation needs. If you are allocated a place in a UoL or other nominated accommodation, details of your disability health conditions will be shared with them so that they can provide suitable accommodation and support.

Disability and health information will also be shared with the appropriate services within Student Support and Wellbeing (<http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing>) in order for them to offer appropriate support during your time at UCL. These services are currently named Student Support and Wellbeing, which includes Student Disability Services and Student Psychological Services. You do not have to take up this support but UCL has a duty of care to its student, especially those living in its accommodation. More information about the use of

information relating to a declared disability is available at <http://www.ucl.ac.uk/disability/policy-confidentiality/disclosure>.

UCL may process information about the commission or alleged commission of criminal offences by you, which UCL may report to the police or other relevant authority. Disclosures of this nature would take place on the basis of being necessary for the administration of justice.

Should you owe money to UCL as a result of a licence agreement we may disclose your personal details to debt collection agencies acting on behalf of UCL for the purposes of recovering the amounts owed. Disclosures of this nature would take place on the basis of UCL's legitimate interests.

## GLOSSARY

<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>BluTack</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>	<p>To vote in an election, you must be on the electoral register (also called electoral role). You can vote if you 18, a British citizen, or an Irish, qualifying Commonwealth or European Union citizen who is resident in the UK.</p> <p>Citizens of the European Union who are not Commonwealth citizens can vote in European and local elections in the UK, but are not able to vote in UK Parliamentary general elections.</p>
<b>En-suite</b>	A bathroom which is directly connected to a bedroom
<b>Electronic Key Fob</b>	A 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>Inventory</b>	A detailed list of all room contents
<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>Post Boxes</b>	A set of small boxes, open at the front, in which letters and messages are left for residents.
<b>Portico</b>	Student Information System at UCL accessed by user-id and password
<b>Sublet</b>	To allow someone to rent a room or flat which you are renting from someone else

<b>Swipe/ Access Card</b>	A plastic card that you slide through a machine in order to be allowed into a building

## **SECTION D – COVID-19 ADDENDUM TO THE GENERAL REGULATIONS**

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

Please note the following

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

### **Responsibilities of the student**

4. Ensure you read this document very carefully.
5. Agree to follow Government legislation and guidance for the duration of your licence period.
6. Agree to abide by the guidance, obligations and procedures relating to COVID-19 which are issued by UCL and UCL Accommodation (including any supplement).
7. Agree to follow any special procedures or arrangements relating to living in halls which you are notified about, including instructions provided on posters.
8. Agree to respect the health and safety of other users of the halls including but not limited to other students, staff, contractors and visitors/guests and that you will make reasonable effort to minimise the risk of the spread of COVID-19.
9. Agree to follow any reasonable instructions given by a member of University staff and their representatives relating to COVID-19.

## **Responsibilities of UCL Accommodation**

10. Agree to relocate to other Accommodation, where necessary, to comply with Government or Public Health England advice.
11. We will make sure that we are regularly assessing the risk of the spread of COVID-19 in our halls.
12. We will make reasonable efforts to frequently clean and/or disinfect communal areas, shared spaces and high contact areas.
13. We will make reasonable endeavours to ensure that our staff and other people who live in halls or use them abide by Government Regulations and guidance and any guidance issued by UCL or UCL Accommodation.
14. Where we have agreed to provide services and/or access to areas within the Accommodation, you agree that where any circumstances related to the COVID-19 outbreak, which make it impossible or contrary to the law, Government guidance, or Public Health England advice arise, the University may reduce or suspend the services and/or access to areas within the Accommodation, and you will not be entitled to any reduction in your Accommodation Fees.
15. In addition to the Accommodation and, where applicable cleaning, we aim to provide you with other support services including pastoral support and other facilities while you occupy the Accommodation at no additional cost of to you. These additional services may be disrupted due to COVID-19 and you acknowledge that we are entitled to withdraw such gratuitous additional services at any time.