

# Accommodation Policies and Procedures Summary

## Accommodation Contracts for First Year/PGCE Students

Contracts are sent to First Year and PGCE students with the confirmation letter and are to be returned prior to arrival.

## Accommodation Contracts for Exchange Students

The accommodation contract is sent by e-mail for reference only and is signed at the induction just after arrival and a copy is issued to the international/exchange student.

## Allocation Policy

Priority is given to first and final year students where possible although all year groups are accommodated in halls. Rooms are allocated on a first come, first served basis. Students are able to request specific rooms and students they would like to be located next to, although there is no guarantee their requests can be met.

## Accommodation Deposit Policy

A £250.00 deposit is required from first year students, PGCE and exchange students prior to arrival and is processed immediately.

The deposit will be repaid to the student when they finish their course or when they will not be returning to halls, with deductions made for damage, non-return of keys etc. if applicable. Any damage caused throughout the academic year will be invoiced immediately.

## Arrival Procedure

Students can move into accommodation the day prior to the start of the accommodation contract. Payment details for all three instalments are required prior to the beginning of the academic year by a specified date before a key can be issued and will be processed on dates specified in the accommodation contract. Part-time students will be required to pre-pay the first instalment prior to arrival. PGCE students will be required to provide their card details prior to arrival. Exchange students arrange payment after arrival.

## Room Inventory Procedure

Each student will be issued with a copy of the bedroom and kitchen inventory with their accommodation contract and is required to notify the Accommodation Manager within 14 days of moving in if there is any discrepancy.

## Portable Appliance Testing (PAT) Policy

Resident students wishing to bring their own electrical equipment into the student accommodation should be aware that any electrical appliance they bring on the premises must conform to current safety standards, and is maintained in such a condition so as to prevent danger to themselves or others, or damage to university property.

## Student Bedroom Access Policy

Relevant staff and window cleaners can gain access to rooms with prior warning to carry out periodic inspections. Access without notice is allowed for maintenance personnel, Accommodation Manager, Hall Tutors, Security and fire safety staff. A log will be maintained to record access.

## Non-Residents/Guests

Students may have one visitor stay in their room for no more than two nights in one week.

## Defect Reporting Procedure

Student to report defects to [estates@newman.ac.uk](mailto:estates@newman.ac.uk). A Service Level Statement is available to indicate response times for rectifying building defects in the following categories: emergency, urgent, non-urgent.

## Cleaning Schedules

A cleaning schedule for halls is available for students and includes information regarding halls of residence cleaning specifications and student responsibility for cleaning of their bedroom and communal areas. All rooms are prepared at the start of occupancy in accordance with a service level statement.

## First Aid Provision Policy

A member of the Hall Tutor / Security Team is on duty, 6.00pm-7.30am, Monday until Friday and the whole of the weekend from 6.00pm Friday until 7.30am on Monday and they all hold qualifications in first aid.

## Students with Disabilities

If a resident student wishes to disclose a disability / medical condition they need to complete a Disclosure Form and liaise with the Inclusion Co-ordinator.

## Departure Procedure

Students will need to depart from their bedroom by the day after the end of the accommodation contract. Bedroom, kitchen door and cupboard keys need to be handed in at the Housekeeping office. Students will be issued with clear guidelines regarding the standard of cleaning expected when the contract comes to an end.

## Cancellation Policy

The accommodation contract commits the student to the full period of the contract.

## Fee Collection and Debt Management Policy

Payment details for all three instalments are required prior to the beginning of the academic year before a key can be issued and will be processed on dates specified in the accommodation contract. Part-time students are required to pay the first instalment in advance. The Finance Office will commence the Debt Management Procedure if halls fees are not paid which could lead to termination of the tenancy. Exchange students are required to adhere to their payment plan agreed after arrival.

## Fees Policy

The Governors have responsibility for setting charges after incorporating cost of living rises and reviewing the charges for other institutions.

## Termination Policy

A student's accommodation contract may be terminated by the university in the event of misconduct resulting in a Disciplinary Procedure, or non-payment of fees.

## Complaints Procedure

in the case of any disputes between the student and the University, the Manager will respond to any correspondence within three weeks of receipt. Managers' will ensure within four weeks after receipt of any written complaint, the issues are investigated and rectified if necessary. The student has the right to instigate the Complaints Procedure if deemed necessary.

## Data Protection and Confidentiality Policy

The standard Newman University policy applies to halls of residence.

