

further Licence Agreement with the University prior to the end date of the current Licence Agreement (see regulation 1.6). Licence start and end dates cannot be changed. **Postgraduate/Research students who have a contract until 10am 9 September 2018 and have a submission date for coursework after their contract end date will not be able to extend beyond this date. It is important that you make alternative off campus accommodation arrangements for the period beyond 10am 9 September 2018 or alternatively arrange to complete your dissertation before your Licence Agreement end date.**

- 1.6 If a resident has been issued a Licence Agreement for 2016/17 until 10am on 10 September 2017 and has accepted their Licence Agreement and paid their booking fee for a Licence Agreement for 2017/18, under certain circumstances students will be allowed to remain on campus between the end date of one contract and the start date of the other. Charges will apply for extra nights at the rate of rents for session 2016/17. The charge for this period of time will **not be** included in the residents' Licence Agreement for 2017/18. Student Finance will issue students with an invoice for this charge which will be added to the residents student account and is payable by 18 October 2017. See page 40 for the most suitable payment method. Please note that unpaid charges which are overdue for payment are subject to a late payment fee (see regulation 9.6). Please note that residents staying on campus during the interim period may experience some inconvenience and disruptions during this time, as whilst we may be able to facilitate your stay in your room, communal areas of the flat e.g. kitchens and bathrooms (if in standard halls) may require cleaning and maintenance.
- 1.7 Campus accommodation is provided for students attending the Pre-sessional English Language course during the summer vacation period. Students who successfully pass the English Language course and meet the offer conditions for their main Brunel Undergraduate or Postgraduate course of study will be offered continued accommodation on campus for the new academic year under the terms of regulation 1.6.
- 1.8 Students who verbally accept their Licence Agreement and/or collect the keys to the accommodation and do not sign or electronically accept the Licence Agreement are bound by the Terms and Conditions of the Rules and Regulations.
- 1.9 If there is insufficient demand for adapted rooms from students with a disability at the start of session some adapted rooms will be offered to students who do not require adapted facilities. If you are offered an adapted room you may be required to move to a non-adapted room during your stay in Residences as a result of an emergency, this does not affect all students as the use of this condition is exercised rarely. All students offered adapted rooms are asked to sign a disclaimer to ensure they are aware of the condition.
- 1.10 Undergraduates and PGCert students whose course may extend beyond the normal licence period for Undergraduates/PGCerts (e.g. June 2018) are required to notify the Accommodation Centre. The Accommodation Centre will do its best to accommodate the student in the same room but this may not always be possible. Extra fees will be payable for any period the accommodation is booked beyond the normal licence period.
- 1.11 Residents are not permitted to use the campus address to register a limited company or to operate a company from their campus room.

2 SERVICES PROVIDED BY THE UNIVERSITY

- 2.1 The University will provide the following services as part of the accommodation:
- Furniture and fittings;
 - Bed linen and duvet on arrival;
 - Heating – As part of our commitment to environmental sustainability heating will be available during specific times of the day and certain dates to be decided by the Chief Operating Officer and will also operate within the University's Space Temperature Policy. To achieve a reduction in our Carbon Footprint the University may implement temperature controls in vacation periods. This may involve the closure of some buildings (see regulation 2.6);
 - Lighting and water;
 - Shared or en suite bathrooms, shared kitchen and coin/card operated laundry facilities;
 - Insurance of the buildings;
 - Basic insurance of personal effects (check your insurance policy for any exclusions, as not all items are covered);
 - Site security staff on campus;

- Repair and maintenance of the buildings (but damage caused by students will be re-charged to the students' Brunel account);
- Internet Access (subject to Computing Services Terms and Conditions; this information will be provided in your room on arrival or can be accessed online at www.brunel.ac.uk/life/study-support/computer-services/accessing-the-network).

NOTE: Internet connection in your room will be activated once you collect your room keys. For students making internal moves internet connection will only be activated in your new room once you have returned the keys for your previous allocation. If you remain in the same room your internet connection should remain. For any enquiries relating to this please contact your Residences Office.

NOTE: Insurance of buildings and basic insurance of personal effects is included in the accommodation fees. Residents who have no separate insurance arrangements of their own and are intending to rely solely on the block insurance are strongly advised to check the cover provided under the policy and in particular, the exclusions. Further details are available as part of the electronic induction process prior to your arrival.

- 2.2 The University shall not be liable to students for any variation or suspension of these services where the variation or suspension is due to circumstances outside the University's control (unless the reason for the variation or suspension is a direct result of the University's negligence).
- 2.3 The University shall be entitled to withdraw any service, which is not an essential and necessary amenity where there is serious or persistent misuse of that service.
- 2.4 The University is entitled to gain access to the accommodation whenever that is reasonably necessary to enable it to provide the services and at any time in an emergency.
- 2.5 2 sheets, 1 pillow, 1 pillowcase, 1 duvet cover and 1 duvet are provided in all rooms on arrival. In Studios this is altered for 2 residents. Towels are not provided. Linen may be returned to the Residence Office if not required and this should be recorded on your online inventory (see regulation 14.1).

Right to temporarily relocate

- 2.6 We reserve the right to allocate you to (before the start of your period of residence) or move you to (after you have moved in) similar alternative accommodation for reasonable management reasons including (but not limited to):
- 2.6.1 Where we consider that we cannot reasonably carry out works to the accommodation, the whole or neighbouring property (whether repairs or improvements) whilst you, and anyone living with you, remain in the accommodation; or
- 2.6.2 Where the accommodation and/or the hall being damaged, such that we consider (acting reasonably) that it is unfit for occupation for example due to flood, infestation, storm, damage, plant malfunction; or
- 2.6.3 Where a period of residence includes the Christmas and/or Easter and/or summer vacations and the hall is not fully occupied over the vacation and we decide (acting reasonably) to move you to other University accommodation so that all students residing in the University over the vacation are together in the same part of the University.
- 2.7 We reserve the right to require you to move to similar alternative accommodation where we reasonably consider, because of your behaviour, or for any reason, that it is necessary to move you from the accommodation to protect your well-being or the well-being of others or to prevent damage in the accommodation.
- 2.8 If we request you to relocate:
- 2.8.1 We will give you written notice of this and give you details of the similar alternative accommodation to which you will be moving. We will also notify you of the date on which you are to move to the similar alternative accommodation and we will give you reasonable notice of this date (taking into account the circumstances). Certain circumstances may mean that the notice period may be as little as 24 hours;

- 2.8.2 If the accommodation fee for the similar alternative accommodation is more than the accommodation fee that you are paying for your current accommodation, we will not charge you the higher accommodation fee and will continue to charge you the accommodation fee for your current accommodation;
- 2.8.3 If the accommodation fee for the similar alternative accommodation is less than the accommodation fee that you are paying for your current accommodation, we will charge you the lower accommodation fee as from the date on which you move into similar alternative accommodation;
- 2.8.4 If you do not move out of your current accommodation upon us requesting you to do so in accordance with our rights, we can take legal action to force you to move out. If we have to take legal action, we will ask the court for an order that the cost of the legal action to be paid by you.

3 CRIMINAL DISCLOSURE

- 3.1 If an applicant or their studio flat partner has been convicted of a criminal offence, or is cautioned or charged by the police or other competent authority with a criminal offence, they are required to inform Brunel University London when applying for accommodation in properties owned or managed by Brunel University London. Failure to do so will result in applications for accommodation being rejected and/or immediate termination of any existing accommodation agreement. Applicants and their partners are not required to disclose convictions or cautions that are “spent” under the Rehabilitation of Offenders Act 1974 (as amended).
- 3.2 If an applicant or their studio flat partner has been convicted of a criminal offence which is not “spent” and/or who is charged with or cautioned in connection with fraud, burglary and sexual or violent offences, they will not be considered for accommodation in properties owned or managed by the University. In cases of other offences or charges, applications and restrictions will be considered on an individual basis.
- 3.3 If a resident becomes the subject of a criminal investigation or is charged with, or convicted of a criminal offence or is cautioned by the police or other competent authority after accepting their Licence Agreement or taking up residence, the University may terminate their Licence Agreement. It is the duty of the resident to inform the Accommodation Centre and, depending on circumstances, their eligibility for accommodation may be assessed. Failure to disclose a criminal investigation may impact on their right to remain in Residences.

4 THIRD PARTIES

- 4.1 The University, in granting a Licence Agreement to any resident, does not thereby confer (or intend to confer) any right or benefit on any other student/resident or third party.
- 4.2 Residents are responsible for the conduct of their visitors (and partners living in campus studio flats) and must ensure that those visitors behave in a way which is consistent with these Residences Regulations. Where a visitor’s behaviour would be in breach of these Residences Regulations, if they were a resident, the resident who invited them into residences may face disciplinary action if circumstances justify.

5 ARRIVAL

- 5.1 From the Licence start date any room which remains unoccupied seven days after the start of the Licence period applicable to that room will be reallocated to another student unless the prospective resident has carried out all of the following:
- Accepted their Licence Agreement; and
 - Informed the Accommodation Centre in writing that they will be arriving late; and the Accommodation Centre have agreed a new arrival date. The late arrival request form must be submitted on the following website: <https://accom.brunel.ac.uk/apply>; and
 - Made payment of part of their first instalment as agreed by the Accommodation Centre; and

- Paid a £350 booking fee (£450 for studio flats) by cleared funds (see page 40) for the most suitable payment method).

- 5.2 Details of the expected date of arrival and the reason for late arrival must be given in advance of the start date of your Licence Agreement to the Accommodation Centre. Late arrival will be charged from the first day of the licence period stated in the Licence Agreement, not from the date of arrival. If a student still has not arrived on the later date notified to the Accommodation Centre, the University may then re-allocate the room. The University will in either case try to contact students before a room is re-allocated, but if it has not been possible to make contact, the University will offer the room to another student. The £350 booking fee (£450 for studio flats) will in either case be retained by the University to cover room charges and the additional administration expenses incurred in finding a replacement and processing their documentation. This includes residents who are unable to take up the accommodation because of a rejected or pending visa application. If an exception is agreed students are expected to pay part of their first instalment in advance before this exception is agreed. If the resident subsequently cancels their room or fails to arrive on the agreed extended date the booking fee of £350 (£450 for studio flats) will be retained in addition to being charged for the number of nights the room has been held.
- 5.3 Where a resident collects his/her room key to take up residence but has not accepted the Licence Agreement the contract will be binding and the resident will be subject to the terms and conditions in the Residences Regulations booklet.
- 5.4 On the day of arrival Students must bring:
- Proof of identity (photo ID e.g. student ID card, passport, driving licence);
 - A copy of your arrival text/e-mail on your smart phone (or print out)

Please check that your contact details are up to date in the Accommodation Centre Hub so you can make use of the above arrival information service.

NOTE: If you are collecting keys for a studio flat your partner will be required to be present at the same time to sign for and collect the additional keys.

- 5.5 Students who have been allocated a studio flat are required to collect their keys within seven days of the start of their Licence Agreement. **Both the licence holder and partner must collect the keys at the same time.**
- 5.6 Partners who are not full-time students may be liable to pay council tax. It is the responsibility of the tenant to check this.

6 PARKING

- 6.1 Students (and partners in campus studio flats) living on campus or within a two mile radius of the University are not eligible to apply for an annual parking permit. They can use the pay & display areas between 8am and 4pm Monday to Friday. You can apply for 'Out of Hours' access which allows you to park on campus outside these hours. Once fully registered/ enrolled you can apply for this access to be added to your Brunel Student ID card via eVision under 'My University' and then click on the relevant parking application link.

The University does of course make exceptions for Blue badge holders and they can apply for a free parking permit via the Student Centre. Please note the University encourages the use of public transport and other sustainable methods of travel other than the car. Special arrangements will be in place at the start and end of each year so that new and returning students can load and unload their personal belongings (see page 45). For further information please visit website www.brunel.ac.uk/about/finding-us or contact the Student Centre at student.centre@brunel.ac.uk.

End of session vacating procedure

- 7.1 At the end of the session students are required to vacate their rooms by 10am the morning of the last day of the licence period stated in the Licence Agreement. Keys returned after 10am will result in extra room charges (see regulation 7.2). Accommodation should be left to the standard expected in regulation 15.9. Failure to do so will result in additional charges being incurred in accordance with regulation 15.10.
- 7.2 If you fail to move out on or by the due date/time you will be liable for additional accommodation fees at a nightly rate of £42.00 for standard, £49.00 for en suite and £72.00 for studio/flats. The accommodation is **not** regarded as vacated until **all** keys have been returned to the Residences Office; this includes partner's keys for studio flats. **Outside normal office hours keys should be posted through the Residences Office letterbox in an envelope collected from the Residences Office clearly marked with the student's name, student's number and room/flat/hall details.**

Student Finance will issue you with an invoice for this charge which will be added to your student account and is payable within seven days. See page 40 for the most suitable payment method. Please note that unpaid charges which are overdue for payment are subject to a late payment fee (see regulation 9.6) Disciplinary action (including a fine) will be taken by the University against any student who fails to move out by the due date and time.

Key drop off points are located as follows:

Name of Hall	Key drop off point
Faraday, Saltash, Chepstow, Clifton, Bishop, Kilmorey, Lacy, St Margarets, Southwark, Stockwell, Maria Grey, Borough Road, Gordon Halls	Bishop Hall, Bishop Complex Residences Office
Mill, Fleming, Galbraith, North, Meadow, Michael Bevis, Concourse, Stephen Bragg, West, Maurice Kogan, David Neave, Central, East, Runnymede, George Shipp, Trevor Slater, Shoreditch, Syd Urry, South, Brian Winstanley Halls	Concourse Hall, Block D, Isambard Complex Residences Office

Keys should not be left at the Security Office or with a friend. Any additional fees under this regulation will be charged to the resident's University account and will be payable within seven days of demand.

- 7.3 Where a resident leaves the accommodation at the end of the licence period and fails to return the room key/s directly to their **Residences Office**, the student remains liable for the extra accommodation fees until such time as the key/s are received by their Residences Office. When the keys are returned, regulation 7.2 applies. The resident is not permitted to re-enter the accommodation after the licence period has expired, even if the keys have not been returned to the Residences Office.

Vacating procedure during session

- 7.4 In their Licence Agreement, residents agree to take the accommodation for the full period and if a resident leaves the accommodation before the end of the licence period or returns their key/s, the University would be entitled to claim accommodation fees until the end of the licence period.

The University recognises that this may cause hardship for some residents and therefore if a resident wishes to terminate their Licence Agreement early, the University operates the following procedure before 10am on 19 February 2018 for Undergraduate, Language and PGCert length contracts and before 10am on 2 July 2018 for Postgraduate/Research length contracts:

- 1 The resident must notify the Accommodation Centre in writing of the date they intend to leave.
- 2 The resident must have paid all rent instalments up to date, any outstanding charges and paid for any damage or missing items.

- 3 The University will make the accommodation available to let.
- 4 The resident must take all their belongings and leave their room in a clean and tidy condition by the agreed time on the agreed date and hand in their key/s to the Residences Office. Any missing or damaged items or extra cleaning will be charged. An administration fee of £15 per person will be added to each invoice. Accommodation should be left to the standard expected in regulation 15.9. Failure to do so will result in additional charges being incurred in accordance with regulation 15.10.
- 5 The University will not accept the responsibility of being a bailee for any items left on our premises.
- 6 Student Finance Office will issue you with an invoice for this charge which will be added to your student account and is payable immediately. See page 40 for the most suitable payment method. Please note that unpaid charges which are overdue for payment are subject to a late payment fee (see regulation 9.6).
- 7 The resident must return their key/s to the Residences Office before 10 am Monday to Friday. When keys are returned after 10am they will be regarded as having been returned on the next working day. If keys are returned after 10am on Friday they will be regarded as having been returned during the weekend and a Friday, Saturday and Sunday night charge will apply. The same rule will apply when key/s are returned after 10am on a day immediately preceding a University holiday (i.e. Christmas, Easter and Bank holidays). Charges will apply for the full period of the University closure.
- 8 In all cases the University will add an early termination fee of £350 (£450 for studio flats) to the resident's University account and this sum will be payable within seven days.
- 9 The University will reimburse the resident for any pre-paid rent/deposit/booking fee in excess of the above charges.

If the procedure is not followed, the University may choose not to allow this early exit concession and claim accommodation fees until the end of the licence period.

University rent levels are calculated on the basis that no room will be empty for any length of time throughout the academic year. The fee of £350 (£450 for studio flats) for early termination of the Licence Agreement is a concessionary charge for the costs involved in finding a replacement (including the new Licence Agreement, preparing the room for occupancy, maintenance, staff time etc.) and the loss of rent while the room is vacant.

Students who feel they have exceptional mitigating circumstances for breaking their contract early can apply to the Head of Accommodation for these to be considered by the University on a case by case basis. The Head of Accommodation can be contacted by email to accom-uxb@brunel.ac.uk. Should you not be happy with the decision of the Head of Accommodation please refer to stage 2 of the complaints process (page 43) for further details on how to appeal.

- 7.5 If a resident wishes to terminate their Licence Agreement after 10am on 19 February 2018 for Undergraduate, Language and PGCert length contracts and after 10am on 2 July 2018 for Postgraduate/Research length contracts, they should still follow steps 1 to 5 of the above procedure. However, instead of a fee of £350 (£450 for studio flats) the amount charged to their account **will be the full rent until the end of the Licence period**.
- 7.6 If a student breaks his or her contract by moving off campus before the Licence Agreement end date and regulation 7.4 has been applied, the student will not be offered a new contract for any period within the original Licence Agreement period.

Undergraduate Students on formal placement – vacating after the start of the Licence Agreement

- 7.7 Regulation 7.4 will not apply to students who secure an official Undergraduate University work placement and who are required to vacate their accommodation **before** the end of their Licence Agreement. If you do secure a placement and wish to vacate your room please email the Accommodation Centre at accom-uxb@brunel.ac.uk. The Accommodation Centre will seek verification from the Placement Office of your placement commencement date prior to releasing you from your contract. You will be liable for fees for the number of nights you have the keys to your room plus the number of nights until your room is re-let, from the date the keys are received by your Hall Manager. A maximum charge of

£350 (equivalent to the early termination charge) (£450 for studio flats) will be applicable for the period between the keys being returned and the room being re-let. If your placement starts during the summer term (see regulation 9.2 for term dates) full accommodation fees are payable.

Students issued with a Formal Notice to Vacate (Notice to Quit)

- 7.8 Where a resident is issued a Formal Notice to Vacate (Notice to Quit) regulations 7.4 and 7.5 do not apply. Students who have been served a NTQ (Notice to Quit) will not be considered for future University owned accommodation. Students are liable for any accommodation related charges including the rent (number of nights) until the keys are returned. The resident must return their key/s to the Residences Office before 10am Monday to Friday. When keys are returned after 10am they will be regarded as having been returned on the next working day. If keys are returned after 10am on Friday they will be regarded as having been returned during the weekend and a Friday, Saturday and Sunday night charge will apply. The same rule will apply when key/s are returned after 10am on a day immediately preceding a University holiday (i.e. Christmas, Easter and Bank holidays). Charges will apply for the full period of the University closure.

Changes in Circumstances

- 7.9 If your personal circumstances change during the course of your licence period that affects your eligibility to remain in campus accommodation (e.g. you are expecting a baby and you wish to live with your new child/children after the birth) please contact the Accommodation Centre at accom-uxb@brunel.ac.uk. Please note the campus accommodation is not suitable for children. Regulations 7.4 and 7.5 will apply if you choose to move out before the end of your contract.
- 7.10 Should the circumstances of the studio flat couple change (including relationship status) the main applicant and partner are required to notify the Accommodation Centre as soon as possible. Under certain circumstances the couple may be required to leave the accommodation (regulations 7.4 and 7.5 will apply) or move to alternative single accommodation (see regulation 10). For further details please contact the Accommodation Centre.

Vacating – Exchange students/term 1 contracts at Brunel University London

- 7.11 Exchange/Erasmus contracts are for set periods (see page 39/40 for contract lengths). Exchange/Erasmus Licence Agreement start and end dates cannot be changed and regulations 7.4 and 7.5 will apply.

Exchange students (or any other student), who have a Term 1 contract and subsequently vacate their room early, will be liable for payment for the full contract period.

Students attending an exchange programme at another institution – vacating after the start of the Licence Agreement

- 7.12 Regulation 7.4 will not apply to students who attend an official exchange programme at another institution and who are required to vacate their accommodation **before** the end of their Licence Agreement to do so. If you do secure an exchange and wish to vacate your room please email the Accommodation Centre at accom-uxb@brunel.ac.uk. The Accommodation Centre will seek verification from the Brunel Exchange Programme Office of your exchange prior to releasing you from your contract. You will be liable for fees for the number of nights you have the keys to your room plus the number of nights until your room is re-let, from the date the keys are received by your Hall Manager. A maximum charge of £350 (equivalent to the early termination charge) (£450 for studio flats) will be applicable for the period between the keys being returned and the room being re-let. If your exchange starts during the summer term (see regulation 9.2 for term dates) full accommodation fees are payable.

Charges for non-return of keys after vacating

- 7.13 A charge will be made for the replacement of each door key or card lost or not returned, to include the labour and parts associated with changing the lock and/or re-programming the lock where appropriate plus an administration charge of £15.00. A charge will be made to any student or students whose actions necessitate the re-coding/re-programming of any digital or electronic access control systems.

- 7.14 Charges will be added by the Residences Office to the resident's University account and will be payable within seven days of the resident being notified of the charge.
- 7.15 Where the keys are found within one week after the loss was reported, money will be refunded. Cylinder change costs are not refundable.
- 7.16 Students who are waiting for a decision on a course acceptance will still be liable for the accommodation charges in addition to the vacating procedure set out in regulations 7.4 and 7.5.

9 FINANCIAL

Accommodation Booking Fee

- 9.1 The £350 booking fee (£450 for studio flats) will be held on the resident's accommodation account and credited to the final instalment of accommodation fees. The booking fee paid by a student who has accepted accommodation but who subsequently fails to take up residence by the seventh day of the licence period or by the date notified for late arrival (see regulation 5.1 and 5.2) will not be returned but will be used by the University to off-set the administration costs of processing and cancelling the student's application. If the University has to cancel a Licence Agreement before the student is due to take up residence (and cannot offer alternative similar accommodation) the £350 booking fee (£450 for studio flats) will be refunded to the student.

Instalment Dates and Accommodation Periods

- 9.2 Residents will be charged accommodation fees for the licence period stated in their Licence Agreement. At the start of term one the Finance Office will send you a payment schedule, which will show the amounts you must pay each term. **Please note this is the only notification/invoice you will receive. You will not be issued with an invoice each term therefore it is important you keep the schedule for later reference.** Accommodation fees should be paid in three termly instalments for undergraduate contracts and in four termly instalments for postgraduate/research contracts as follows:

Payment Date	Term	Accommodation Period	Weeks
18 October 2017	Autumn Term 2017	17 September 2017 to 10am on 7 January 2018	16 weeks
10 January 2018	Spring Term 2018	7 January 2018 to 10am on 29 April 2018	16 weeks
18 April 2018	Summer Term 2018	29 April 2018 to 10am on 10 June 2018	6 weeks
31 May 2018	Summer Vacation 2018 (postgraduate/research contracts only)	10 June 2018 to 10am on 9 September 2018	13 weeks

NOTE:

- All students living on campus will receive notification of their payment dates and amounts on their Licence Agreement.
- Some categories of student may be eligible for a monthly payment schedule. Details of this will be available from the Student Centre once you have registered at the University.
- You can view your Brunel finance account on E-Vision under 'My Money'. This allows you to check when your next rent instalment is due and how much to pay.

Early Arrival

- 9.3 Students arriving early to their accommodation without prior notice to the Residence Office may not be granted entry to their room. If entry is permitted then a nightly rate will be applied to the Residents account. Please note that early entry is at the discretion of the Residence Manager and not guaranteed.
- 9.4 Residents whose accommodation fees are overdue are liable to Student Finance for additional charges set out in regulation 9.6. The University may also take steps to legally terminate the Licence Agreement early.

- 9.5 Students liable to pay any additional charges under these regulations are required to pay them promptly by cash, cheque or credit/debit card at the Cash Office.

Additional Charges for non-payment of Accommodation Fees

- 9.6 A charge of £50 (to cover banking and administration charges) will be added to the resident's account by the Finance Office for each instalment of accommodation fees or any other accommodation charge not paid on or by the due date. A further charge of £50 will be incurred for every subsequent instalment payment date on which accommodation fees/charges remain unpaid. Charges will be invoiced to the student account and will be payable on receipt of invoice. Non-payment of accommodation fees may result in the University taking legal action to end the Licence Agreement. In such cases the University may seek to have all costs paid by the Tenant.

Student Finance will issue you with an invoice for this charge which will be added to your student account and is payable immediately. Payment/s may be made by cash or credit/debit card at the campus Cash Office as detailed in page 40.

Rebates and Refunds

- 9.7 Reduced accommodation fees will not be permitted for late arrivals or early departures, except under the departure terms agreed in regulation 7.4 and 7.5.
- 9.8 No refund will be made and regulations 7.4 and 7.5 will apply to a resident whose Licence Agreement is terminated because of the resident's serious or persistent breach of its terms or where the resident is expelled from the University under its Disciplinary Regulations. Pre-paid accommodation fees will be used to offset any financial claim, which the University may have against the resident.
- 9.9 Undergraduate students are allocated rooms until the end of term three. Postgraduate/Research students are allocated rooms until the end of the Summer Vacation. These allocations include the Christmas and Easter Vacations for which full accommodation fees are payable whether or not the student is in occupation. Rebates are not given to residents who do not occupy their rooms during the Christmas and Easter breaks. Undergraduate, Language and PG Cert students who vacate their rooms before 10am on 19 February 2018 and 10am on 2 July 2018 for Postgraduate/Research length contracts, see regulation 7.4. After keys are returned to the Residences Office students may contact the Accommodation Centre for information on their student account balance by emailing accom-uxb@brunel.ac.uk.

Outstanding Money and Fines

- 9.10 Students who have outstanding accommodation related charges owed to the University will not be offered or allocated accommodation until all outstanding fees have been paid.
- 9.11 Students liable to pay fines, charges or administration fees (under these regulations) are required to pay them by cash, cheque or credit/debit card to the Cash Office. Please note that unpaid charges which are overdue for payment are subject to a late payment fee (see regulation 9.6).

Cancellation

- 9.12 All students will have seven days from the payment date of their booking fee (the payment date is counted as the first day) to cancel an application/allocation/offer and receive a full refund of the booking fee (provided the Licence Agreement does not begin within this seven day period).
- 9.13 If a contract is cancelled within 7 days of the Licence Agreement start date no refund of the booking fee will be made. The booking fee will be retained by the University to cover the additional administrative expenses incurred in finding a replacement and processing their documentation.
- 9.14 After the seven day booking fee cancellation period (see regulation 9.13) the following accommodation cancellation charges will apply:

- By 31 March 2017: £50
- By 1 August 2017: £75
- By 31 August 2017: £100
- From 1 September 2017 the booking fee will be retained by the University to cover the additional administrative expenses incurred in finding a replacement and processing their documentation.

NOTE: If you have submitted both a studio and single room application the above conditions will apply to both applications ie two charges will be made, one for each application.

NOTE: The above single room cancellation charges only apply to new students once they have been offered a campus room.

NOTE: Pre-sessional students who hold a summer vacation contract for 2018 and are also allocated accommodation for session 2018/19, (who subsequently wish to cancel their allocation for session 2018/19) must inform the Accommodation Centre by submitting an online cancellation request form at <https://accom.brunel.ac.uk/apply>. For **cancellation charges** please refer to 2018/19 Residences Rules and Regulations or contact the Accommodation Centre.

9.15 If you accept your accommodation offer and/or receive a provisional offer and subsequently cancel, the above cancellation charge in regulation 9.14 will apply.

9.16 All cancellations must be put in writing to the Accommodation Centre by completing the online cancellation request form at <https://accom.brunel.ac.uk/apply>.

Students on formal placement - cancelling before the start date of the Licence Agreement

9.17 Undergraduate students who are subsequently offered and accept an official University placement after having applied and/or received a room offer will have the room offer withdrawn and the booking fee will be refunded in full. You should inform the Accommodation Centres in writing as early as possible to accom-uxb@brunel.ac.uk. For those who do not secure a placement until later in the summer, and provided you cancel by 1 September 2017, you will also receive a full refund of the booking fee. Normal charges will apply if a room is cancelled after 1 September 2017 or after the start date of the contract. The Accommodation Centre regularly seek verification from the Placement Office throughout the summer period for details of students who have secured a placement. Students on the list provided by the Placement Office (if they have not already directly informed the Accommodation Centre) will have their allocation/offer withdrawn automatically to enable a waiting student in full-time study to be offered the room and will receive a full refund of the booking fee. If your placement is local it may be possible to offer you a campus room on the same terms as other resident students. Although you will no longer be a priority for a campus room during the period of your placement you may wish to place your details on our waiting list. In the event of other priority group allocations being exhausted, you may be offered a campus room but this is unlikely to happen until September at the earliest. To submit the cancellation or add your details to the waiting list please go to <https://accom.brunel.ac.uk/apply>.

Students on formal placement – cancelling after the start of the Licence Agreement

9.18 If you are offered and accept an official University placement after the Licence Agreement has started please contact the Accommodation Centre for further information. Please refer to section 7.7 for further details regarding cancellation after the start of the Licence Agreement.

10 ROOM EXCHANGES

10.1 Residents may not exchange rooms without the prior written consent of the Accommodation Centre. Residents wishing to exchange rooms must apply online at <https://accom.brunel.ac.uk/apply>. The application form for a room exchange sets out the conditions, which residents must meet and these include payment of an administration charge of £35 per person in advance of the exchange taking place. Accommodation fees will be increased or decreased where a Resident changes their type of room and these adjusted fees will be set out in the new Licence Agreement which each exchanging resident will be required to sign. Any increased fees will be payable in advance.

Residents moving from a studio flat to two single rooms will both be required to pay the £35 room exchange fee, equally two residents moving from single rooms to a studio flat will also both be required to pay two separate £35

room exchange fees. If the partner of a studio flat Licence Agreement holder moves to a single room and their partner vacates campus, only one £35 room exchange fee will be payable

- 10.2 Residents exchanging rooms without following the procedure in regulation 10.1 will be required to change back to their allocated room and pay a charge of £35 per person to cover the University's administration costs.
- 10.3 Students who have outstanding money owed to the University will not be considered for a room exchange until the outstanding fees have been paid.
- 10.4 Room changes to vacant rooms: after a period of 6 weeks from start of session applications will be considered from students who want to move to a vacant room. A fee of £35 will apply and regulations 10.3 and 10.5 will apply. Room offers cannot be guaranteed. The Licence Agreement commits a resident to take the accommodation named on the Licence Agreement for the full letting period. In the first instance and for the first 6 weeks of session priority will be given to students without accommodation and not to students seeking to change rooms.
- 10.5 A resident who is granted a room exchange by the Accommodation Centre must return the keys for their original room to the appropriate Residences Office by 10am on the next working day following the date agreed by the Accommodation Centre for the move. A nightly charge for the new room and overstay rate (regulation 7.2) for the original room will continue to be applied for keys not returned to the Residences Office on the following working day. Residents are required to comply with regulation 15.9 when vacating their room.
- 10.6 A room exchange is considered completed when students return their new room inventory paperwork to their new Residences Office. A nightly charge for the new room and overstay rate (regulation 7.2) for the original room will continue to be applied until the inventory paperwork has been returned to the Residences Office by the date and time agreed by the resident and the Accommodation Centre.

11 VISITORS/GUESTS

- 11.1 Residents are responsible for ensuring that their visitors (and studio flat partners) comply with these Residences Regulations at all times within the Residences or on University property and these regulations apply to residents, visitors and guests.
- 11.2 For safety reasons, only the authorised resident is permitted to reside overnight in the allocated bedroom, unless arrangements have been made in advance with the Residences Office.
- 11.3 A resident wishing to provide accommodation for an overnight guest may hire an overnight bed from the Residences Office for which there will be a charge. This charge is payable at the time of hire and the maximum duration of hire and stay by guests is three nights except if there is a prior agreement with the Residences Office in exceptional circumstances. This must be returned promptly at the end of the agreed hire period.
- 11.4 As University accommodation is only suitable for adults to reside in, no person under 18 years of age (other than a resident with a valid Licence Agreement) may occupy or stay overnight in the campus residences.
- 11.5 The student tenant of a co-habiting couple studio flat will remain responsible for the behaviour of their partner. The partner must also comply with the University Residences Rules and Regulations.

12 CONDUCT

- 12.1 You are now living as part of a community on campus and it is important to remember that your behaviour and the behaviour of your guests will impact on other people living in surrounding rooms and buildings and the local area. Residents and their guests are therefore expected to conduct themselves with mutual respect for one another and non-university neighbours.
- 12.2 Residents must have respect for the property and belongings of others and not use, 'borrow' or damage any items which belong to others without the owner's permission.

- 12.3 Residents must conduct themselves in a responsible and considerate manner and refrain from any conduct likely to bring discredit to them, or to the University.
- 12.4 Students and their authorised visitors (and studio flat partners) must accept the authority of the Residences Staff and Security Personnel and comply with their instructions so far as they are consistent with these regulations.
- 12.5 Residents must have regard for the safety of themselves and other residents and therefore must observe all Safety and Fire Regulations applicable to Residences (see regulation 17). In particular, residents must not tamper with any fire-fighting equipment or any other safety equipment, block sounders, prop open any fire door or disengage door closure mechanisms.
- 12.6 Brunel Student ID cards must be shown or surrendered to Residences Staff and/or Security Personnel upon request.
- 12.7 Residents must not hand over the keys or access control cards, give out entrance codes or give access to University buildings to any person other than a member of Residences or Accommodation Centre Staff or an authorised member of University staff only the authorised resident/s may enter their accommodation.
- 12.8 Residents must not allow guests to enter or remain in their accommodation in the absence of the authorised tenant.
- 12.9 Any person entering or leaving a Residence must do so by the main entrance door and must not use the windows or 'emergency only' doors for this purpose, unless there is an emergency.
- 12.10 No person may remain overnight in any area other than a bedroom.
- 12.11 The resident should allow access to the accommodation at reasonable times where reasonably required by an authorised member/s of University Staff or contractors hired by the University. Residents will be notified of any Residence Management maintenance programmes on the residents' notice boards.
- 12.12 Residents must not allow an unauthorised student or other person to take over, share or stay in their accommodation. Residents and the unauthorised occupant involved will not be considered for University accommodation in the future. The University will take immediate steps to evict unauthorised occupiers, including court proceedings where necessary.

13 NOISE AND NUISANCE

- 13.1 Noise and disruption inside or outside residences is equally disturbing and upsetting to those trying to study or sleep. It is more often the result of thoughtlessness than of malice. When it disturbs others, it is unacceptable for any reason regardless of the time.
- 13.2 Every resident must show consideration to other residents at all times. Residents must not cause a nuisance of any kind to other occupants of their residence or to others living on campus or those living in private properties adjacent to the campus.
- 13.3 There must be no noise in residences which would disturb others between 11pm and 7am. This includes animated discussions, slamming doors and shouting etc. Loud music should not be played at any time nor should any other form of disturbance be caused at any time.
- 13.4 Musical instruments must not be played in the residences. Practice rooms are available on campus.
- 13.5 Mixing decks and/or professional sound systems and equipment must not be kept or used in the Residences.
- 13.6 Parties or gatherings are not permitted in and around the residences. These should be held on Student Union premises, with their advanced permission.
- 13.7 The playing of ball games in or around the residential buildings is not permitted.
- 13.8 Residents are not allowed to keep animals or pets in the residences except animals which are for the aid of a disabled person and these must be registered with the Residences Office.

- 13.9 Skateboards, roller-skates and scooters are not to be used in or around the Residences.
- 13.10 Water and snow fights are not permitted in or around residential buildings.
- 13.11 Residents disturbed by noise outside normal office hours may wish to try to sort it out with the people causing the noise in the first instance. However, if that does not succeed or you do not feel comfortable doing this, residents should seek assistance at the time of the incident from the Security Personnel who deal with the situation and pass a report on to the Residences Office the next working day. Residents should also personally visit the Residences Office the next working day to file a report.
- 13.12 Residents must co-operate if asked by another resident to make less noise.
- 13.13 Outside the residences, students should not shout, chant or sing, particularly if returning to residences in the early hours of the morning. A few self-indulgent students can cause great distress to hundreds of others and for this reason, such incidents are almost always referred for disciplinary action under the Disciplinary Procedures for Residences Regulations (see regulation 22) or provisions under the University's Regulation No. 6 (Disciplinary Procedures for student misconduct). Where a disturbance warrants it, the University will refer the matter to the police.

Unmanned Aerial Vehicles (UAV's)

- 13.14 The recreational use of UAV's (e.g. drones, balloons, model aircraft, etc.) on Brunel University London (BUL) land is prohibited. Residential drone users on campus are being directed to recreational open spaces. Further information on UAV's can be found at <http://www.caa.co.uk>

14 DAMAGE AND LOSS

- 14.1 After you have collected the keys for your room, you will be emailed a link and asked to complete your room and kitchen inventory online. It is important you check and complete it as this will allow you to comment on the condition of your room and note if there are any damaged or missing items when you first move in. Please complete this fully and report any discrepancies within 48 hours after collecting your keys otherwise Residences shall assume that the inventory is correct. After you have completed the inventory form all defects, damage, losses and breakages relating to accommodation, residences or University property must be reported without delay to the Residences Manager, who will require the resident to complete a maintenance request form online at: <https://accom.brunel.ac.uk/apply>.
- 14.2 Residents will be required to pay for the full cost of repairing damage to their accommodation/residences or University property and for repairing or replacing damaged or missing contents unless (in the reasonable opinion of the Residences Management) damage does not exceed fair wear and tear or is caused by an insured risk. An administration fee of £15 per person will be made in addition to the costs of paying for repair/replacement and any fine resulting from disciplinary action.
- 14.3 Unless responsibility is accepted by one or more individuals, residents of all rooms in the flat/corridor will share equally the full cost of repairing damage to communal areas and for repairing or replacing damaged or missing contents unless (in the reasonable opinion of the Residences Management) damage does not exceed fair wear and tear or is caused by an insured risk. An administration fee of £15 per person will be made in addition to the costs of paying for repair/replacement. Any student who considers they have a good reason for not being charged (for example, if they can provide documented evidence they were away at the time when damage was caused) has the right to appeal to the Residential Services Manager or their representative.
- 14.4 Any amount for which a resident is liable under regulations 14.2 or 14.3 will be added to their University account and will be payable within seven days of notification.
- 14.5 Wilful damage to and vandalism of University property and the property of others will be considered serious and the resident/s will be required to pay for any damage caused in addition to any other disciplinary action which may be taken by the University or the authorities.

- 14.6 Students who lock themselves out of their residential buildings and who need to regain access outside normal office hours may seek assistance from Security Personnel. Identification must be produced and such requests for assistance will not take priority over other duties of the Security Staff. There will be a standard charge of £15 for this service, which will be added to the resident's University account and will be payable within seven days of the resident being notified of the charge.

15 PROPER USE OF FACILITIES

- 15.1 Shared kitchen facilities for self-catering are provided in the residences. Only the residents allocated to them may use the kitchens unless the allocated kitchen is out of order and cannot be used. Each shared kitchen is equipped with a cooker, fridge/freezer and kettle but students are required to provide their own cooking utensils, crockery and cutlery. Storage areas are provided in each kitchen. Drinking water is only available from the cold tap in kitchens. The water in the bedroom/bathroom is not suitable for drinking.

Resident's cleaning responsibilities

- 15.2 Housekeeping services in shared areas of accommodation will be carried out in accordance with the notices displayed in kitchens. Residents are required to keep all shared areas clean, free from litter and in good order in between scheduled services.
- 15.3 You are responsible for cleaning your room on a regular basis. If you have an en suite bathroom you are also responsible for cleaning this on a regular basis.
- 15.4 It is particularly important that residents carry out the following in order for your housekeeping staff to carry out their duties:
- Communal and shared areas are kept clean in between published housekeeping visits.
 - All waste is separated and disposed of in the appropriate bins.
 - Bins are emptied when full and the contents removed to external bins.
 - Waste bins are emptied and contents removed to external bins at weekends.
 - Washing up is completed and stored away daily leaving surfaces clear.
 - Kitchen worktops and surfaces are wiped down.
 - Floors are clear.
 - Spillages on cookers and surfaces are cleared up when they happen.
- 15.5 If your housekeeping staff are unable to carry out the tasks expected of them or if (in the reasonable opinion of the University) the accommodation (both personal and shared areas) is not maintained at an acceptable standard of cleanliness or tidiness, you will be notified and given the opportunity to clean it. If you do not clean it to an acceptable standard the University will be entitled to carry out cleaning and dispose of rubbish and the cost of this will be charged to the resident/s of that area in addition to an administration charge of £15 per person. Any student who considers they have a good reason for not being charged (for example, if they can prove they were not living in their accommodation at that time) has the right to appeal to their Operational Services Manager or their representative.
- 15.6 The University also reserves the right to temporarily withdraw housekeeping services. Residents may not use the kitchens while housekeeping staff are carrying out their duties.
- 15.7 University staff will inspect accommodation at regular intervals. Due to the number of residents, it is not possible to give advance warning on halls' notice boards of when inspections are likely to take place.
- 15.8 Where vomit or other bodily fluids require cleaning there will be an additional charge for this in addition to an administration charge of £15 per person.
- 15.9 Prior to departure you are expected to:
- Remove all rubbish to appropriate bins or the external bins.
 - Vacuum your bedroom floor.
 - Fold any University owned bedding and leave neatly on top of your bed.

- Dispose of unwanted food from the kitchen appropriately.

- 15.10 There will be an additional charge for accommodation not left to a satisfactory standard on departure in addition to an administration charge of £15 per person. We are pleased to be able to offer bespoke cleaning services to meet your individual needs at an additional cost. Further information will be provided once you have been allocated a campus room. Residences are committed to seeking opportunities to improve service delivery and may occasionally carry out trials of new service delivery options seeking your feedback. We will inform residents in advance of any changes to service delivery which may occur as a result.
- 15.11 The University does not accept responsibility for any loss of or damage to personal belongings from kitchens unless it is as a result of the University acting negligently or in breach of these regulations. In the interest of security, students should keep kitchens locked where possible.
- 15.12 Posters/pictures/photographs and any other decorative items may only be affixed to pin boards. Spray snow must also not be placed on to the windows. The resident must remove all posters and personal belongings at the end of their licence period. An administration fee of £15 per person and all costs properly and reasonably incurred by the University for extra cleaning or decorating because of a breach of this provision will be passed on to the resident and will be payable within seven days of invoice.
- 15.13 Project work (for example, carpentry, painting, spraying, metalwork, soldering, and welding etc) is not allowed in the residences, nor is the use of power tools and associated items of equipment (work mates etc). Any damage caused as a result will result in resident/s being invoiced for the full cost of repair/replacement plus an administration charge of £15 per person in addition to any financial or non-financial sanctions.
- 15.14 Residents must not keep or use cooking appliances (kettles, microwaves, toasters etc), fridges or freezers in their bedrooms for safety reasons. However, with the prior approval of the Residences Management, residents may keep their own fridges or microwaves in the kitchens, subject to available space. This equipment must undergo an annual Portable Appliance Test in accordance with the University's Policy for Portable Appliance Testing found online at www.brunel.ac.uk/portableappliancepolicy and must be appropriately labelled to indicate this. Regulation 17.11 also applies.
- 15.15 Residents must not decorate their accommodation or make any alterations to it.
- 15.16 Residents must use the accommodation only for residential purposes and not conduct any business or commercial activity there.
- 15.17 The University does not accept responsibility for any loss or damage to personal belongings from bedrooms unless it is as a result of the University acting negligently or in breach of these regulations and in the interests of security residents should keep bedrooms locked where possible.

16 FURNITURE, FITTINGS AND FURNISHINGS

- 16.1 Furniture, fittings and furnishings provided by the University are for the use of residents at the locations where they are placed and must not be moved to different rooms. At the end of the licence period, all these items should be in the same position within the accommodation as they were in at the start of the licence period. Furniture, fittings and furnishings provided by the University must not be dismantled or otherwise tampered with.
- 16.2 Residents must not bring additional furniture into accommodation without prior written permission from the Residences Office. Any additional item comprising textiles must bear a sticker stating that it complies with the cigarette test or the match test under The Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended) or permission will not be given. Permission will be refused where the item constitutes a hazard for any other reason.
- 16.3 Residents are not permitted to bring into University premises washing machines, tumble dryers or dishwashers.
- 16.4 Television satellite dishes are not permitted in or on the residences. Residents must not fix television or radio aerials to the building. Freeview boxes are permitted. Unfortunately, we cannot guarantee the TV aerial signal strength or

reception. A licence is required if residents have any equipment which is capable of receiving a television signal. This is the responsibility of the resident.

- 16.5 Residents must not install (or have installed) telephone or telecommunications cabling. The use of all computer equipment, laptops, mobile phones and other electronic and communication devices must be in accordance with the University's Computing Services Terms and Conditions which can be accessed online at www.brunel.ac.uk/life/study-support/computer-services.
- 16.6 Electric vehicles may not be charged using electric power sources in or around Residential buildings.

17 SAFETY AND SECURITY

17.1 Students are required to take reasonable care for their own health and safety and that of others. They are expected to co-operate with the University on all matters of health and safety; to comply with University instructions on health and safety; to promptly report any University-related accident, hazard or instance of ill-health; and to adopt a responsible attitude overall. In particular, Residents must not tamper with any equipment or device provided for reasons of safety and must avoid putting themselves at risk (e.g. by climbing in or out of windows tampering with window restrictors, etc).

17.2 Most of the Residences Regulations are made on the grounds of safety and Residents must at all times have regard for their own safety and for the safety of others.

Security

17.3 Entrance doors to all residences are controlled by a card entry system, or digitally coded access keypads. Residents must always shut them after use.

17.4 Residents who will be absent from the residence for more than seven days must first notify their Residences Office. If you fail to notify the Residences Office of your absence it may be assumed you have vacated before the end of your licence period and therefore early vacating terms and conditions will apply (see regulation 7 for vacating).

17.5 The University does not accept liability for any loss of, or damage to, personal property (including motor vehicles and motorcycles etc) on the University's premises, unless it is as a result of the University's obligations or as a result of the University's negligence. Students are responsible for the security of their personal property and should ensure that bedrooms, flats and communal doors are securely locked.

Fire Safety

17.6 Fire safety is provided for the safety of our residents, guests and staff. Care should be taken not to activate fire safety equipment unnecessarily.

17.7 Residents must never ignore the alarm evacuation procedures other than at notified testing times.

17.8 Electric, gas, oil or other heaters, other than those provided by the University, are not permitted in any part of the residences.

17.9 Irons must not be used without an ironing board and must not be left on when unattended. Ironing items on the carpet is strictly prohibited.

17.10 For safety reasons deep fat frying is not permitted in the residences and cooking appliances must only be used in kitchens and not left unattended at any time while in use.

17.11 Any electrical appliance placed in a communal area must undergo a Portable Appliance Test (PAT) every year, in accordance with the University's policy found online at www.brunel.ac.uk/portableappliancepolicy. Electrical appliances in communal area will be checked termly to ensure they comply and any not complying will be tested. A fee of £1.00 plus £15.00 administration is payable for any appliance which is tested. The resident who brought the appliance into Residence is the person who shall be responsible for ensuring it is safe. If an electrical appliance in a

communal area develops a fault, or the resident believes it to be unsafe, the resident should promptly report it to their Residences Office.

- 17.12 Items that have undergone a PAT will be labelled. If the University finds any electrical appliance in the Communal Areas which does not have a current PAT label, the University will remove it from the Communal Areas, and leave a receipt for the item. The University will keep such items until claimed (proof of ownership may be required) but if the item is claimed before the end of the resident's contract period, the University may insist on the item undergoing a PAT (at the resident's expense) before releasing the item to the resident. The University may refuse to release any item before the end of the resident's contract period if the item does not pass a PAT or is intrinsically unsafe for use in Residences. The University accepts no liability for any electrical equipment placed in the Communal Areas by Residents or their visitors. The University shall be entitled to dispose of any electrical item removed from the Communal Areas which has not been claimed within 7 days of the end of the licence period. Any resident who uses an unlabelled appliance in the Communal Areas should be aware that it has not been provided by the University and should seek the owner's permission before use.
- 17.13 Electrical power circuits in rooms and flats must never be overloaded (maximum capacity for each individual socket is 13 amps) and all power plugs and adaptors must be of a standard approved by the University i.e. BS1363 pt 1 (plugs) and BS 1363 pt 3 (adaptors). UK voltage is 230 volts and may differ from other countries. Residents must therefore ensure that all electrical appliances operate safely using 230 volts. Trailing power cables can be dangerous and in the interests of safety must be avoided. Students should only use 4-gang socket adaptors with a single plug and not the 2 or 3 plug-in, box-type adaptors. Other useful interactive information is available from the Electrical Safety Council at www.electricalsafetyfirst.org.uk/guides-and-advice/electrical-items/overloading-sockets.
- 17.14 Corridors, doorways, staircases and entrances must not be obstructed in any way. This includes placing items outside, around and beside doors (e.g. bins).
- 17.15 To comply with legislation and as part of the University's commitment to provide a healthy and safe environment for all students, staff and others on campus, the University's Non Smoking Policy prohibits smoking in all University premises, including halls of residence. This also applies to e-cigarettes which are prohibited in the same way as other tobacco products.
- 17.16 Smoking is permitted only in open spaces well away from any building entrances or windows through which smoke could penetrate to the detriment of occupants and undertaken more than 4 metres away from any building at designated smoking areas. Smokers who use designated external smoking areas must put their discarded smoking materials in the receptacles provided.
- 17.17 Incense, candles or anything which smoulders or uses or has used coals, charcoal or has a naked flame must not be brought into residences. Residents must not use fairy lights in their room, for safety reasons.
- 17.18 Barbecues are not allowed in or around residences. Barbecues may be held in designated barbecue areas only (which are located away from residences) with prior written permission of the University's Operations Office.
- 17.19 In the event of a power cut, emergency lighting will come on.
- 17.20 On hearing the fire alarm residents must leave the building immediately and proceed to the designated Assembly Point. Fire evacuation procedures are posted on the inside of doors in accommodation. Residents should familiarise themselves with these. Residents must not return to the building unless instructed by the Fire Brigade or an authorised member of University staff.
- 17.21 Residents must not tamper with any of the fire safety equipment (door closure mechanisms, smoke/heat detectors, fire alarms, fire extinguishers, sounders, Evac Chairs etc.). To do so is a criminal offence and in addition to any disciplinary action the University may take, the University will report appropriate cases to the authorities. Student offenders have recently been given prison sentences and the courts also have the power to fine offenders and order payment of compensation.
- 17.22 The University will always take fire safety very seriously and will take disciplinary action for any incident involving a breach of fire safety regulations. As these Residence Regulations form part of residents' Licence Agreements, failure to

comply is a serious breach of the Licence Agreement for which the University is likely to take proceedings to terminate the Licence Agreement.

- 17.23 Unless responsibility is accepted by the culprit, the cost of replacing or refilling any fire extinguisher, discharged without good cause, will be charged equally to the residents in the vicinity in the same way as a charge for damage to the communal areas. An administration fee of £15 per person will be made in addition to the cost of replacing or refilling. Any resident who considers they have good reason for not being charged (for example if they can prove they were away at the time when damage was caused) has the right to appeal to their Operational Services Manager or their representative.

Medical and Health

- 17.24 Any resident who is ill or has an accident must inform the Residences Office or Residences Student Mentors as soon as reasonably practicable. You may do so by email to illnessinhalls@brunel.ac.uk or by telephoning +44 (0)1895 265499. Any accident which results in attendance at hospital and any absence resulting from an accident should be reported immediately by telephone to the Safety Office on extension 66415 or 66416 or externally on +44 (0)1895 269759 – in addition to completing an accident form.
- 17.25 Any resident who is aware that another resident is ill or has had an accident should inform the Residences Office or Residences Student Mentors without delay if they have a reason to suppose the ill or injured resident has not done so themselves.
- 17.26 If you have been allocated accommodation on medical grounds it is advisable for you to contact your Residences Office of your hall in order to discuss your individual needs in residences at your earliest opportunity. Support and advice is also available from the University's Disability and Dyslexia Service. Residents who develop a disability during their stay in our accommodation and who require any adaptations to their accommodation should first contact the University's Disability and Dyslexia Service and also arrange to meet their Residences Staff to discuss individual needs.
- 17.27 The Medical Centre is located adjacent to Saltash Hall. Please note the Medical Centre does NOT provide a 24 hour service. All residents are expected to register with the University Medical Centre during the first week of term. Please visit <http://sites.brunel.ac.uk/medicalcentre> for further information about the Medical Centre.

Weapons, Explosives and Hazardous Items

- 17.28 Residents must not keep in residence or bring into residence or have in their possession in or around any residential buildings, any explosive (including fireworks) or flammable materials, firearms, airguns or any other type of gun, any offensive weapon (or any item which could be used as or perceived to be an offensive weapon, explosive or flammable material) even if they hold an applicable licence.
- 17.29 Residents must not keep in residence or bring into residence any item which is, or is likely to become, hazardous to the health and safety of themselves or others.
- 17.30 The University shall be entitled to remove any prohibited item. For safety reasons, the University shall be entitled in its reasonable discretion to decide whether or not an item is, or could be, a prohibited item (e.g. illegal or controlled substances, an offensive weapon, or items hazardous to the health and safety of others). Perishable items will be disposed of. In appropriate cases, the University will hand the item to the police. In other cases, the item will be returned to the resident at the end of the licence period. The University will not be responsible for the security of confiscated items.
- 17.31 Residents must not place milk cartons, bottles or other breakable or potentially hazardous items on external windowsills. Objects should also never be thrown out of the window.

18 VIOLENCE AND THREATENING BEHAVIOUR

Brunel University London acts to ensure dignity at study for all of its students. The University recognises that harassment, bullying and victimisation causes considerable distress to an individual and others who are directly or indirectly involved in these situations. The University will take steps to protect its students from harassment, bullying or victimisation whether this arises

from race, gender, sexual preference, age, appearance, political or religious views or on any other grounds. For further information on the Brunel University London Dignity at Study Policy please refer to: www.brunel.ac.uk/about/administration/equality-and-diversity.

- 18.1 No resident shall behave in a violent, threatening, offensive or abusive manner to any member of the University or to any person on University property. This behaviour has no part to play in an academic community and the University will treat any incidents or allegations of offensive or threatening behaviour, violence or abuse extremely seriously. The University has a duty to protect its staff and student members and will take disciplinary action, civil court proceedings or refer the matter to the police where appropriate.
- 18.2 No resident shall intimidate or harass any member of the University or any person on University property. As well as being in breach of these Residences Regulations, any form of harassment is an offence under the University's Senate Regulation No. 6 (Disciplinary Procedures for student misconduct) and will often be against the law. The University may terminate the Licence Agreement of any resident who breaches this regulation.

19 ALCOHOL AND ILLEGAL DRUGS

Alcohol

- 19.1 Many incidents involving noise or violence in residences are alcohol-related. If residents wish, they may enjoy alcohol socially but should avoid the levels of over-indulgence that so often lead to problems. Students should remember that alcohol is addictive and alcohol abuse can lead to dependency, with serious consequences for health, academic work and personal finances. Any resident who feels they are becoming dependant on alcohol should seek help and advice from the various student welfare support agencies on campus or from any other appropriate source.
- 19.2 Residents whose behaviour is disruptive or dangerous to others as a result of alcohol abuse will be subject to disciplinary action and the matter may be referred to the police where appropriate.
- 19.3 Being under the influence of alcohol will not be treated as a mitigating circumstance where a resident is in breach of the Residences Regulations.

Drugs

- 19.4 By law, the University must not permit the use of illegal drugs on its premises. The University will treat solvent or other substance abuse and the use of controlled substances as if it were illegal drug use.
- 19.5 Anyone caught by the University using or in any way associated with illegal or controlled substances will be dealt with in accordance with procedures agreed with the police. This includes confiscating any illegal or controlled substances and associated items, reporting the matter to the police and if that person is a resident or a resident's visitor the University will terminate the resident's Licence Agreement. This is in addition to any action which may be taken by the police.
- 19.6 Where someone is reported to the University for using or being in any way associated with illegal drugs, the University will promptly investigate the facts and if there appears to be a case to answer, will report the matter to the police. If the person reported is a resident, the University may terminate their Licence Agreement, if it is reasonable to do so in the circumstances. If you feel you are having problems with drugs, or have encountered such illegal activities, or are concerned about what to do, you should report to your Residences Office, or any other appropriate source mentioned within this booklet.

20 BICYCLES

- 20.1 Residents must not keep bicycles in the residences but may use the bicycle racks on campus near to the residences. If the bicycle shed is lockable the resident must obtain a card/key from the Residences Office and lock the shed after use.
- 20.2 While every effort is made to provide secure storage facilities for bicycles, the University is not liable for any loss or damage to any items left at these facilities unless it arises as a result of the University's negligence.

Introduction

- 21.1 These procedures are aimed at trying to resolve complaints and deal with incidents and allegations of a breach of the Residences Regulations in the most effective and efficient way possible. The main objectives are:
- 22.1.1 To help residents maintain the quiet enjoyment of their accommodation by operating a procedure aimed at preventing situations arising or escalating that might otherwise lead to a disciplinary sanction being imposed;
 - 21.1.2 To deal promptly and effectively with incidents and/or complaints which arise, making full use of these procedures to enforce the Residences Regulations as necessary.
 - 21.1.3 To ensure that residents are fully informed about the obligations and responsibilities of the University as landlord and the resident as tenant;
 - 21.1.4 To deal with complaints and breaches of the Residences Regulations impartially and in confidence.
- 21.2 All residents have a Licence Agreement which incorporates the Residences Regulations and residents become legally bound to abide by the Residences Regulations when they take University accommodation. The procedure set out here will be used solely for dealing with a breach or alleged breach of the Residences Regulations and is separate from and independent of the University's Senate Regulation No. 6 (Disciplinary Procedures for student misconduct). An incident may also be dealt with by a different procedure specific to another area of the University's operation if it is more appropriate to do so.
- 21.3 The purpose of the Disciplinary Procedure for Residences Regulations is:
- 21.3.1 To establish whether a particular incident(s) took place and whether a resident was involved in that incident;
 - 21.3.2 To establish whether a resident or an authorised visitor of a resident has acted (or failed to act) in breach of the Residences Regulations;
 - 21.3.3 To determine what measures should be taken against a resident who has (or whose authorised visitor has) breached the Residences Regulations.
- 21.4 This procedure divides allegations of a breach of the Residences Regulations into two categories and an alleged breach will be classified according to its seriousness or frequency.
- 21.5 Where an officer of the University or a member of University staff is designated as the person responsible for conducting a part of this procedure, that officer or staff member may delegate their function unless otherwise stated, but only after making a careful assessment of the independence and level of seniority of the delegate and where in all the circumstances it is reasonable for the function to be delegated.

Allegations of a minor breach of Residences Regulations**21.6 Informal Procedure**

- 21.6.1 In the first instance, residents will be encouraged to resolve minor complaints on their own. If that is not possible, a meeting will be arranged with either a member of staff in the Residences Office or a Residences Student Mentor who may act as a mediator if this is (in their reasonable opinion) the proper course to take in order to bring the matter to a satisfactory conclusion. If after consideration of all material facts, a resident is in the reasonable opinion of the Residences Manager found to be in breach of the Residences Regulations, the Manager will consider whether it is adequate and appropriate for Residences staff or the Student Mentor Team to come to an agreement with the resident concerned with a view to improving their behaviour. Alternatively, the Manager may consider a written warning appropriate. A record of the breach(es), the name of the resident(s), the date the breach occurred and the action taken will be kept at the Residences Services and a copy will be sent to the resident(s).

- 21.6.2 If an agreement or a written warning are not in the reasonable opinion of the Residences Team an appropriate or adequate remedy, the Manager will notify the resident(s) in writing that the matter is to be dealt with under the formal resolution procedure and will give the resident(s) the reasons for his/her decision.
- 21.6.3 Allegations of breach of the Residences Regulations resulting in damage to property or financial loss to the University will not usually be dealt with under the informal procedure, but will go direct to formal procedure.

21.7 **Formal Procedure**

- 21.7.1 An allegation of a breach of the Residences Regulations resulting in damage to property or financial loss to the University will be dealt with by the Residences Manager who will consider the facts fully and if the allegation is in their reasonable opinion substantiated, will charge the resident(s) for the full cost of restitution/repair and any administration fee (£15 per person). Depending on the extent of the damage and whether there was a deliberate act involved, the Manager may also prepare a report for the Head of Residences or their representative and regulations 21.7.5 to 21.7.6 will apply. A record will be kept by Residential Services which will record the breach, the name of the resident(s), the date the breach occurred and the action taken and a copy will be sent to the resident(s).
- 21.7.2 An allegation of a breach of the Residences Regulations of any other nature will in the first instance be dealt with by the Residences Manager who will make further enquiries into the incident(s). S/he will interview the resident(s) involved (including any witnesses), take statements and prepare a report of the incident(s) for the Head of Residences or their representative.
- 21.7.3 Where in their reasonable opinion and after a full investigation of the facts the Manager is satisfied that there has been a breach of the Regulations, then in addition to preparing the report for the Head of Residences or their representative (and in the case of damage or financial loss to the University in addition to any action taken under regulation 21.7.1) the Manager may either:
- i) Seek to reach an agreement (either with or without a non-financial sanction); or
 - ii) Give a written warning (either with or without a non-financial sanction); or
 - iii) Refer the incident(s) to the Head of Residences or their representative with a recommendation that further disciplinary action should be taken.

A record will be kept by Residential Services which will record the breach, the name of the resident(s), the date the breach occurred and the action taken and a copy will be sent to the resident(s). No copies of communications are shared with Academic Colleges unless Residences are requested to do so by the resident(s) involved.

- 21.7.4 If the incident is referred to the Head of Residences or their representative for further disciplinary action s/he will consider the report prepared by the Residences Office and may call for a further report or investigation from the Residences Team. Where in their reasonable opinion and after a full consideration of the facts the Head of Residences or their representative is satisfied that there has been a breach of the regulations, they may do one or more of the following:
- i) Give a written warning either with or without a non-financial sanction;
 - ii) Give a written warning and impose a fine not exceeding £300;
 - iii) Require the resident to pay for any damage up to the full cost of repair;
 - iv) Require the resident(s) to make compensation for any other losses; or where they consider their powers are not adequate to deal properly with the matter they may refer it to the Assistant Director of Operations and Facilities Management with a recommendation as to what action should be taken.

A record will be kept by Residential Services which will record the breach, the name of the resident(s), the date the breach occurred and the action taken and a copy will be sent to the resident(s).

21.7.5 If the incident is referred to the Assistant Director Commercial Services s/he will consider any report prepared by the Head of Residences or their representative and may call for a further report from the Head of Residences or their representative. Where in their reasonable opinion and after full consideration of the facts the Assistant Director, Commercial Services is satisfied that there has been a breach of the Regulations, they may do any one or more of the following:

- i) Impose a fine of up to £300 and/or a non-financial sanction together with a written warning;
- ii) Require the resident(s) to pay for the full cost of any damage;
- iii) Require the resident(s) to pay compensation for any other losses or they may treat the breach as a serious or persistent breach if it is found to be such and follow the procedures set out in the remainder of regulation 21.

A record will be kept by Residential Services and will record the breach, the name of the resident(s), the date the breach occurred and the action taken. A copy will be held on a central file within Residential Services and a copy will be sent to the resident(s).

21.7.6 Any resident who does not agree with any decision of the Assistant Director or his/her representative taken under regulation 21.7.5 (i) to (iii) may give written notice of intention to appeal in accordance with the Appeals Procedure (see regulation 22).

Allegations of a serious or persistent breach of Residences Regulations

- 21.8 Where in the reasonable opinion of any student or member of staff, there has been a serious or persistent breach of the Residences Regulations they shall refer the matter to the Head of Residences or their representative.
- 21.9 Where in the reasonable opinion of the Head of Residences or their representative an allegation is sufficiently serious in itself to warrant exclusion of the alleged perpetrator from residence, for their own protection or that of others, the Head of Residences will immediately refer the matter to the Assistant Director Commercial Services or their representative who shall follow the procedure in regulations 21.14 to 21.18.
- 21.10 The Head of Residences or their representative will promptly refer any other allegation to the Assistant Director Commercial Services or their representative if it is of such a persistent or serious nature that the Head of Residences or their representative does not reasonably consider that the matter should be investigated by Residences staff or their representative, or decided by the Head of Residences or their representative, and should be investigated and/or decided by someone more senior. In such cases regulations 21.14 to 21.16 will apply.
- 21.11 In all other cases, unless the allegation appears (in their reasonable discretion) to be baseless or malicious, the Head of Residences or their representative will ask a member of Residences Staff to interview the complainant, the student against whom the allegation has been made and any witnesses. The staff member shall make a full investigation of all relevant facts and prepare a full report for the Head of Residences or their representative. The Head of Residences or their representative may request further report(s) and/or witness statements if s/he considers it reasonably necessary.
- 21.12 The Head of Residences or their representative may, on reading the report, immediately refer the matter to the Assistant Director of Operations and Facilities Management or their representative if the report reveals that it is of such a persistent or serious nature that the Head of Residences or their representative reasonably considers that the matter should be investigated and/or decided by someone more senior. In such cases regulations 21.14 to 21.16 will apply.
- 21.13 If the facts relating to an allegation are considered by the Head of Residences or their representative and found to be proved, the Head of Residences or their representative may do one or more of the following:
- i) Give a written warning either with or without a non-financial sanction;
 - ii) Give a written warning and impose a fine not exceeding £300 and/or a non-financial sanction;
 - iii) Require the student to pay for any damage up to the full cost of repair;
 - iv) Require the student to make compensation for any other losses;

- v) Terminate the student's Licence Agreement or refer the matter to the Assistant Director of Operations and Facilities Management or their representative a recommendation as to what further action should be taken.
- 21.14 Where a matter is referred to the Assistant Director of Operations and Facilities Management or their representative, they will review any report which has already been prepared under these procedures and may ask a member of Residences Staff (usually the Head of Residences or their representative) to interview the complainant, the student against whom the allegation has been made and any witnesses (they will always do so if no report has been prepared). The member of Residence Staff shall make a full investigation of all relevant facts and prepare a full report for the Assistant Director of Operations and Facilities Management or their representative.
- 21.15 If the facts relating to an allegation are considered by the Assistant Director of Operations and Facilities Management or their representative and found to be proved, the Assistant Director of Operations and Facilities Management or their representative may do one or more of the following:
- i) Give a written warning either with or without a non-financial sanction;
 - ii) Give a written warning and impose a fine not exceeding £300 and/or a non-financial sanction;
 - iii) Require the student to pay for the full cost of any damage;
 - iv) Require the student to make compensation for any other losses;
 - v) Terminate the student's Licence Agreement;
 - vi) Require the student to pay the University's proper and reasonable costs and expenses of conducting the disciplinary proceedings;
 - vii) Refer the matter to the police;
 - viii) Direct that civil court proceedings be taken against the student
- 21.16 Where the Assistant Director of Operations and Facilities Management or their representative decides that termination of the Licence Agreement is appropriate, the student will be informed in writing of the date they are required to leave their accommodation. In cases of a serious or persistent breach which affects (or if repeated would be likely to affect) the health, safety, welfare or property of others the student may be asked to leave immediately. If necessary the University will apply to the police for an order that the student leave immediately. If the student does not agree to leave, pursuant to section 21 of the Housing Act 1988 requiring you to vacate will be sought by the University to end the student's Licence Agreement and the University will apply to the court for an order that the student pay the University's costs. The student will remain liable for the rent as per regulation 16, including where his/her room Licence is terminated by the court. This liability will also apply where the student has been served notice by the police prohibiting them from entering residences until an eviction order is served by the court. A record will be held on a central file within Residential Services and a copy sent to the student.
- 21.17 Any student who does not agree with the decision of the Assistant Director of Operations and Facilities Management or their representative may give written notice of intention to appeal in accordance with the appeals procedure (see regulation 22).

Exclusions from Residences prior to a disciplinary hearing

- 21.18 Prior to a disciplinary hearing, where, in the reasonable opinion of the Assistant Director of Operations and Facilities Management or their representative, such action is reasonably necessary for the protection of any person, property, the reputation of the University, or the student him/herself (for example, the allegation if proven would result in a sanction of permanent exclusion, or where the immediately available evidence suggests that there is a serious risk involved in permitting a student to stay in residence), the Assistant Director of Operations and Facilities Management or their representative may direct an appropriate member of residences staff to:
- 21.18.1 Ask the student to agree to, or apply to the police or the civil courts for temporary or permanent exclusion of a student from residences; and/or
 - 21.18.2 Ask the student to agree to, or apply to the police or the civil courts for an order requiring the student not to have contact of any kind with a named person(s).
- 21.19 Exclusion or contact restrictions prior to a Disciplinary Hearing shall not be used as a penalty but only to protect the resident, property, another person(s) or the University community in general.

- 21.20 The Assistant Director of Operations and Facilities Management or their representative shall communicate his/her decision and give reasons for it in writing to the resident and any appeal by the resident must be made in accordance with the appeals procedure set out in regulation 22.
- 21.21 The Assistant Director of Operations and Facilities Management shall review the exclusion from time to time and in the light of any developments and any representations made by the student concerned or anyone else on his/her behalf.

22 APPEALS PROCEDURE FOR RESIDENCES REGULATIONS

Appeals against findings of a minor breach of the Residences Regulations

- 22.1 Any student dissatisfied with the disciplinary decision of the Residences Manager may give written notice of intention to appeal to the Head of Residences or their representative within seven working days of the student being sent the record of the decision and the Head of Residences or their representative will hear the appeal within seven working days.
- 22.2 In the notice of intention to appeal the student must specify the grounds under which s/he wishes to appeal.
- 22.3 The Head of Residences or their representative is not under any obligation to make further inquiry into matters of fact, unless new evidence is submitted, which s/he reasonably considers, should be taken into account.
- 22.4 The decision of the Head of Residences or their representative may not be appealed further. S/he may either:
- 22.4.1 Endorse the earlier decision;
 - 22.4.2 Allow the appeal against the earlier decision;
 - 22.4.3 Substitute a decision or sanction of his/her own within their authority (see regulation 21.7.4);
 - 22.4.4 Refer the appeal to the Assistant Director of Operations and Facilities Management or their representative.
- 22.5 If the appeal is referred to the Assistant Director of Operations and Facilities Management or their representative, s/he is not under any obligation to make further inquiry into matters of fact, unless new evidence is submitted, which s/he reasonably considers, should be taken into account. The decision of the Assistant Director of Operations and Facilities Management shall be final. S/he may:
- 22.5.1 Endorse the earlier decision;
 - 22.5.2 Allow the appeal against the earlier decision;
 - 22.5.3 Substitute a decision or sanction of his/her own within their authority (see regulation 21.7.6).

Appeals against findings of a serious or persistent breach of the Residences Regulations

- 22.6 Any student dissatisfied with a disciplinary finding against him/her relating to a serious or persistent breach of the Residences Regulations may give written notice of intention to appeal to the Assistant Director of Operations and Facilities Management or their representative within seven working days of the student being sent the record of the decision.
- 22.7 The student(s) must state one of the following grounds for appeal. The grounds for appeal are:
- 22.7.1 There is new evidence material to the case which was not previously available (this evidence must be submitted with the notice of intention to appeal).
 - 22.7.2 There was procedural irregularity.

- 22.8 If there is new evidence under regulation 22.7.1 the Assistant Director of Operations and Facilities Management or their representative may grant leave to appeal or refer the case back to the Head of Residences or their representative may review a decision of the Residences staff; according to who made the decision being appealed against and they shall consider the evidence and review the earlier decision in the light of that evidence.
- 22.9 The Assistant Director of Operations and Facilities Management or their representative will reply to the resident within seven working days of receiving the request notifying the resident whether the case has been referred back to the appropriate stage in the procedures, or whether leave to appeal has been granted and where leave to appeal has been granted the Assistant Director of Operations and Facilities Management or their representative will notify the resident of the date, time and place of the appeal hearing.
- 22.10 If the Assistant Director of Operations and Facilities Management or his/her representative is reasonably satisfied that one or both of the grounds for appeal in regulation 22.7 have been made out, the Assistant Director of Operations and Facilities Management or their representative shall grant leave to appeal.
- 22.11 Where leave to appeal is granted the student(s) will be requested to attend an interview with the Assistant Director of Operations and Facilities Management or their representative within seven working days of leave to appeal being granted.
- 22.12 The Assistant Director of Operations and Facilities Management or their representative shall not be under any obligation to consider matters of fact, unless new evidence is submitted which the Assistant Director of Operations and Facilities Management or their representative reasonably considers should be taken into account and the matter is not suitable for referring back to the Head of Residences/ Residential Services Manager.
- 22.13 The decision of the Assistant Director of Operations and Facilities Management or his/her representative shall be final. S/he may either:
- 22.13.1 Allow the appeal against the previous decision; or
- 22.13.2 Endorse the previous decision; or
- 22.13.3 Substitute a decision of their own as they reasonably think fit, which may include one or more of the following:
- i) Give a written warning;
 - ii) Give a written warning and impose a fine not exceeding £300;
 - iii) Require the student to pay for any damage;
 - iv) Require the student to make compensation for any other losses;
 - v) Terminate the student's Licence Agreement;
 - vi) Require the student to pay the University's proper and reasonable costs and expenses of conducting the disciplinary proceedings;
 - vii) Refer the matter to the police;
 - viii) Direct that civil court proceedings be taken against the student.
- 22.14 Where a student(s) fails to attend a disciplinary appeal interview without proper explanation and where due notice has been given, the Assistant Director of Operations and Facilities Management or their representative may, in their reasonable discretion, decide the matter in the absence of the student(s).

SECTION 2 – INFORMATION AND POLICIES

THE ROLE OF THE ACCOMMODATION CENTRE

The Accommodation Centre Team is responsible for:

- Allocating all accommodation to students seeking to live in campus accommodation in the Halls of Residence;
- Allocation and management of all off campus head leased properties;
- Sending out information and offers of accommodation to students and preparing students' accommodation Licence Agreements and contracts;
- Ensuring that all residents are invoiced correctly for their accommodation fees, organising booking fees and notifying students of payment dates;
- Offering continued support on the above services throughout the year, to students living or seeking to live in Halls of Residence or in an off campus head leased property.

Each of these functions is important to ensure that you are given the appropriate information and advice to enable you to complete and promptly return the online accommodation documentation to the Accommodation Centre. For enquiries or advice on the above, you should contact a team member at the Accommodation Centre who will be happy to assist.

Ruth Lucas-Levitt, Head of Accommodation

THE ROLE OF RESIDENCES SERVICES

The team in your Residences Office is responsible for the day-to-day management of their residential areas. We aim to provide safe and secure accommodation, with other supporting services, which meets the needs of our customers and supports students in achieving their academic goals and to develop as adults who live in and contribute to our community.

In particular, if you need help with any of the following please contact them by telephone, email or calling into your Residences Office:

- Maintenance requests;
- General housekeeping issues;
- Problems which are affecting your quality of life as a resident in University accommodation (e.g. noise disturbances).

Residences staff are also a useful first point of contact for other general enquiries. If they are unable to help you, they will know which of the various services at the University is the most appropriate for you and how you can contact them.

Residences also employ teams of Residences Student Mentors, who, as students themselves, have first-hand experience of life at Brunel. They are available Monday to Thursday inclusive, between 5.00 pm and 9.00 pm (except vacations) to help support and guide you during your stay. They can be contacted in person, by email or by telephone.

Janet Bryan, Head of Residences

BRUNEL UNIVERSITY LONDON VALUES

Brunel University London's actions and activities are guided by a set of core values that define what we do and how we do it. The values of the University as a community are central to the way we see ourselves and are at the heart of everything we do. They are encapsulated in these qualities.

Quality

Excellence prevails in the education we offer, in the research that we conduct and in the services that we provide

Ideas	Creativity, invention, innovation, and a general spirit of discovery are fostered in all aspects of our work
Integrity	We act with integrity and treat each other with dignity and respect, and are committed to fairness in our practices, policies and procedures
Clarity	Openness and clarity of purpose are key to how we communicate with each other and the outside world
Empowerment	We encourage, support and empower members of our community to achieve individual collective goals
Community	We have a shared responsibility for developing our University and we want everyone to feel that they contribute to our success
Partnerships	Collaborations within the University, and between the University and external partners, are enriching and rewarding
Sustainability	Planned sustainable development (financially, socially, and environmentally) is crucial importing to secure our future
Self Determination	We have the confidence to be the architects of our own future, and to be proactive in improving our professional environment

UNIVERSITY ACCOMMODATION POLICIES

UNIVERSITY ACCOMMODATION POLICY 2017/18

Brunel University London:

- Operates a fair allocation policy that does not discriminate on grounds of race, colour, religion, ethnicity, sexuality, age, gender or disability.
- Each year sets aside a number of rooms for returning students for the following session. The number of rooms set aside may vary each year depending on University target figures for new students. These rooms are allocated in accordance with guidelines to returning students who apply and pay the booking fee by the deadline date, usually in January each year. Students who apply will be considered for allocation in order of policy priority and will be provisionally allocated before the end of session.
- If the demand from returning students for accommodation is greater than the supply of rooms, students who apply and pay the booking fee by the deadline date will be entered into a ballot for a place in halls in order of policy priority.
- Thereafter returning students who apply and pay the booking fee by the deadline date, but are unsuccessful in the ballot, may remain on the waiting list and will be prioritised for cancellations or for extra room availability should recruitment of new student targets not be reached in September.

The order of priority for the allocation of rooms in the residences is as follows:

- | | |
|-------------|---|
| Priority 1. | Students with disabilities (see Brunel University London Medical Policy); |
| Priority 2. | Undergraduate students (including Clearing and Adjustment students) in their first year of registration in full-time study and full-time postgraduate, research, Sport Scholar and Care Leaver students who apply by the deadline date; |
| Priority 3. | Undergraduate full-time final year students on sandwich courses; |
| Priority 4. | Undergraduate full-time final year students on non-sandwich courses; |
| Priority 5. | Undergraduate full-time year three; |
| Priority 6. | Undergraduate full-time year two including students on a thin sandwich placement; |
| Priority 7. | Any other student. |

NOTE: To help the Students Union Executive do their jobs more effectively, sabbatical officers are eligible to be allocated campus accommodation.

To assist the Residences Management Team in providing out of office hours support to students living in Residences, Student Mentors who are willing to live on campus as a desirable requirement of their role are eligible to be allocated campus accommodation; students elected to Hall Committees will be required to live on campus in the Hall they have been elected to.

PRIORITY 1

See the Brunel University London Medical Policy.

PRIORITY 2

UNDERGRADUATES (including Clearing and Adjustment)

The University is able to offer campus accommodation to full-time new undergraduates year one including students under 18 years of age (see separate Under 18's Policy for Resident Students) and clearing/adjustment students, may apply for campus accommodation.

This will include:

- Students on a foundation programme (the foundation year will be considered to be the first year of entry to the University);
- Direct entry into level two and level three;
- Students studying with LBIC (the first LBIC year will be considered to be the first year of entry to the University);
- Exchange students (e.g. Erasmus and Socrates), who come in blocks of not less than one term, are entitled to accommodation on the same basis as other students coming to the University for the first time.

Accommodation is guaranteed for full-time new undergraduate (September entry only) students who hold an unconditional firm course offer and have applied for a campus room online no later than **31 August 2017**.

Late applications or course entry dates other than the start of the session will only be considered subject to availability.

POSTGRADUATES (PGT & PGCERT) AND RESEARCHERS (PGR)

First year

New first year postgraduate and research students in full-time study whose course entry is at the start of the session, may apply for campus accommodation.

Accommodation is guaranteed for new full-time first year postgraduate and research students (September entry only) students who hold an unconditional firm course offer and have applied for a campus room online no later than **31 August 2017**.

Late applications or course entry dates other than the start of the session will only be considered subject to availability.

Second and Third Year Researchers

Full-time research students commencing their second or third year of study paying full-time fees and applying by 31 January 2017 will be offered accommodation (please refer to priority 6 for part-time and students going into continuation information). This also includes students who are entering year two studying full-time on a two year postgraduate course.

Care Leavers and Sports Scholars

Full-time students entering the University via the Care Leaver route and those who successfully gain a sport scholarship, commencing their second or third year of study, paying full-time fees who have applied by 31 January 2017 will be offered accommodation subject to accommodation contract terms and conditions.

PRIORITY 3

FINAL YEAR UNDERGRADUATES – SANDWICH COURSE

- Final year sandwich undergraduate students will be considered for accommodation after other priority groups.
- Students on an extended five year M.Eng course can apply for accommodation in the same order of priority as final year sandwich students.
- Students on a four year M.Eng course can apply for accommodation in the same order of priority as a non-sandwich final year student.
- During the returner application process third year sandwich undergraduate returners will be treated as the same priority level as third year final undergraduates (see 'Additional Information' for further details on cancelling due to placement).

PRIORITY 4

FINAL YEAR UNDERGRADUATES –NON-SANDWICH COURSE

- Final year non-sandwich undergraduate students will be considered after final year sandwich course students have been allocated.

PRIORITY 5

THIRD YEAR STUDENTS

Including:

- Full time third year undergraduate students on a four or five year course

PRIORITY 6

SECOND YEAR STUDENTS

Second year full time undergraduate students including those on a thin sandwich placement are usually expected to live off campus, but depending on demand may be able to apply for campus accommodation. The Accommodation Centre will notify second year students in December/January if this may be possible. However, you may place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation or consider booking an off campus property through the Brunel Student Lettings Team.

Priority 6 also includes:

- Undergraduate students entering year one who have completed a foundation year will be considered for campus accommodation subject to availability but if you want to secure accommodation early you should contact the Brunel Student Lettings Team for information on local housing. You may wish to place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation.
- Undergraduate and postgraduate students who are part-time or who have exceeded the normal duration of their course are considered to be lower priority. However you may wish to place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation.
- Research students paying continuation fees for part or all of the academic year will be considered low priority. However you may wish to place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation.
- Undergraduate students repeating year one will be regarded as second year students and will not be offered accommodation as a priority. However you may wish to place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation.
- Diploma and certificate LBIC students transferring to or from Brunel Courses will be regarded as second year students and will be considered for campus accommodation subject to availability. However you may wish to place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation.

PRIORITY 7

Any other students not listed above.

STAFF AND VISITING ACADEMICS

Staff and visiting academics will be given low priority and may only apply during Summer Vacation for student campus accommodation.

STUDIO FLATS FOR CO-HABITING COUPLES

To be eligible to apply for a studio flat you are required to be:

- An enrolled full-time, full-fee paying student for the entire session. The Accommodation Centre may request evidence of your status from the Student Centre.
- In a long-term stable relationship. Co-habiting couples, irrespective of sexual orientation, may apply for this accommodation provided they are in a long-term and stable relationship. Supporting evidence of relationship must accompany all applications for studio flat accommodation. This should be a marriage/civil partnership certificate or a Supporting Evidence of Relationship form completed by a professional person such as a doctor, landlord or your department/school. If this document is written in your home language you will be required to provide a written translation alongside a copy of the original document. An email from your partner will also be required to confirm they are aware that their details have been placed on the Studio Flat application.

PRIORITY

Priority is given to first year full-time postgraduate students and full-time, full-fee paying research students, followed by fourth year final year undergraduate and third year undergraduate students. Other returning undergraduate students are also invited to apply however offers of accommodation are subject to availability.

When both partners are registered students of this University, each may qualify for occupancy of a studio flat in their own right.

ADDITIONAL INFORMATION

- There is no family accommodation available. Students seeking to live on campus with children/dependants cannot be offered studio flats.
- A student and/or their partner who is pregnant at the start of the Licence Agreement are advised to seek off campus housing as studio flats are not suitable for children. If you have to move off campus as a result of changes to your circumstances there may be financial implications to consider.
- Couples are required to jointly collect the keys and sign for their studio flat at the same time.*

- A limited release of provisional studio flat allocations will be sent to those returning undergraduate students who complete the application process by Tuesday 31 January 2017.

*If you anticipate you are not able to comply with this requirement (e.g. because of a delay with your visa) you must notify the Accommodation Centre in advance. A period of grace (seven days) will be permitted for your partner to join you. Thereafter if there are further delays, you will be requested to vacate the studio flat and either move to a single room on campus or move to off campus housing. If you choose to move to off campus housing Regulation 7.4 and 7.5 will apply.

CRIMINAL CONVICTIONS

The University requires individuals as a condition of their application for accommodation to disclose any relevant criminal convictions and related information for the tenant and their partner (for studio flats) as described in the University Disclosure Policy. For further information on the University's Policy for acceptance of ex-offenders, see www.brunel.ac.uk/study/admissions/policy. Applicants and their partners are not required to disclose convictions or cautions that are "spent" under the Rehabilitation of Offenders Act 1974 (as amended). See regulation 3 for more details.

ADDITIONAL INFORMATION

MATURE STUDENTS

Mature students joining the University will be allocated in accordance with the University Accommodation Policy. Where possible the Accommodation Centre will try and place mature students together subject to availability. Students who are 21 and above we will automatically try and place you with similar age range. However please be advised this cannot be guaranteed and is subject to availability.

JANUARY INTAKE

Students returning to the University in January may place their details on a waiting list for accommodation. If demand from priority groups is met students will be considered for accommodation in accordance with policy priority

PLACEMENT STUDENTS

Third year undergraduate students hoping to be accepted on a University recognised work placement who have received a provisional allocation or room offer but subsequently accept a placement will normally have the room allocation cancelled. Students are expected to live off campus during the placement period and provided the Accommodation Centre is notified by 1 September 2017 you will receive a full refund of the booking fee. If you secure a placement in the local area the Accommodation Centre will consider an application to live on campus during the period of your placement. However this is subject to availability. Students who secure a placement after the Licence Agreement has started are permitted to remain in campus accommodation for the placement year.

If the placement student ends the Licence Agreement early to take up a placement after the contract has started, please refer to regulation 7.7. The Accommodation Centre will seek verification from the Placement Office of the placement commencement date.

NOTE: If demand for campus accommodation exceeds supply and we are unable to accommodate you on campus you may wish to place your details on a waiting list. If demand from higher priority groups is met you will be considered for accommodation in accordance with policy priority.

FURTHER NOTES

- The distance of your home from the campus does not affect your chances of getting accommodation.
- The University reserves the right to withdraw any offer of accommodation if a student's year group (and thereby the priority status) changes as a result of having to repeat a year.
- The following factors are not normally taken into account when allocating campus accommodation:
 - Being an officer of a club or society;
 - Financial assets or means;
 - Work placement locations;
 - Home address;
 - Home or overseas fee paying status;
 - Gender;
 - Religion;

- Domestic circumstances.
- In all cases we will try to allocate students their preferred accommodation but any preferences (e.g. specific hall, single gender flat) are not guaranteed and upon alternative room offer no notification will be given.

The University recognises that in exceptional cases some students who have a permanent and substantial disability or have a medical condition requiring treatment by chemotherapy or dialysis could not attend the University unless they are accommodated on campus. First year students (UG and PG) need only complete the Disability Assessment Questionnaire (DAQ) that is distributed by Brunel Admissions Department.

To be eligible, returning students must meet one of the eligibility criteria listed below:

- a) The student has a permanent and substantial disability which means they are unable to walk or have considerable difficulty in walking for a distance of more than 100 metres.
- b) The student's disability requires specialist adaptations or facilities not available in off-campus accommodation.
- c) The student has a medical condition treated by chemotherapy or dialysis.
- d) The student has a recognised disability under the Equality Act 2010 (not already covered above) which would cause substantial disadvantage to the student if he/she were not offered campus accommodation.

Consideration for accommodation on campus for such students will be given under the following process:

1. The student must meet one of the eligibility criteria.
2. The student must attend, in person, an assessment with a member of the Disability and Dyslexia Service (returning students).
3. Students must be assessed for accommodation before the end of the preceding academic year (returning students).
4. Exceptions will only be considered for students who have become disabled during the vacation period.
5. The student must produce medical evidence from a UK based medical practitioner stating specifically how they meet the relevant criteria.
6. The student must have applied for, or be in the process of applying for Disabled Students Allowances (unless ineligible due to Overseas funding status).
7. Students must in the first instance be in full-time study, paying full-fees and not in continuation during the academic session for the period of their Licence Agreement.

NOTE: The existence or pre-existence of disorders that are well controlled and have responded to medical treatment, even though there is a continuation of medical treatment, does not necessarily constitute medical or disabled grounds for campus accommodation.

The Accommodation Centre will consider such applicants recommended by the University Disability and Dyslexia Service and Medical Centre in accordance with the University's policies. Any offers are subject to suitable accommodation being available and subject to allocation policy conditions being met.

Personal Assistants (Carers)

The University recognises that some students applying for campus accommodation may have a disability or medical condition that requires a resident personal assistant (carer). In these cases the University can provide the option of a room on campus for the personal assistant (carer) under the same terms and conditions as the student. Home students may be able to reclaim personal assistant (carer) costs from their Social Services Department (often via a Direct Payments Scheme).

Students requiring campus accommodation for their personal assistant (carer) must provide evidence that they have had a community assessment from Social Services which recommends the need for a personal assistant (carer) as part of the individual's agreed Care Plan. Prospective students and returning students are responsible for making their own arrangements to be assessed and for ensuring the personal assistant (carer) assessment is completed in advance of the new session. This is to enable the Accommodation Centre to reserve the appropriate accommodation to meet the student's needs. For further information please contact the Brunel Disability and Dyslexia Services.

NOTE: When considering whether a disabled person or student is placed at a substantial disadvantage compared to somebody who is not disabled, account will be taken of the time inconvenience, effort or discomfort entailed in comparison with other people. A 'substantial' disadvantage is one that is more than minor or trivial.

UNDER 18'S POLICY FOR RESIDENT STUDENTS

The under 18's policy covers students applying for University campus accommodation, whose 18th birthday falls after the first day of the Licence Agreement of the year of entry to the University. The policy will cease to apply to students once they reach their 18th birthday. Both the student and the parent/guardian or guarantor must sign a declaration that they agree to the exchange of information on the under 18 student referred to below.

Students under the age of 18 are unable to enter into a Licence Agreement with Brunel University London and the University requires a parent/guardian or guarantor to sign the Licence Agreement. This means that the parent/guardian or guarantor must pay any sums agreed under the Licence Agreement if the student fails to do so.

The University cannot assume parental responsibility for a student under the age of 18. Students and their families should bear in mind that Brunel University London is an adult environment. Students are expected to behave like adults and to assume adult levels of responsibility. Students are expected to have the necessary skills to study and live independently alongside people from a wide variety of backgrounds. Places in halls are offered at Brunel on the understanding that the student will be able to adapt to living away from home and to looking after him or herself in all practical matters.

Arrangements during the Academic year

Our responsibility to under 18 year old students:

Accommodation and Residences Services will:

- Allocate those students who apply and accept their course offer and have applied for accommodation before 31 August 2017 into University campus accommodation. After 31 August 2017 we will use our best endeavours to offer University campus accommodation subject to availability.
- Highlight students under 18 to the Residence Management Teams and under 18's should contact them during office hours if necessary.
- Integrate students who are under 18 years of age with those who are over 18.
- Carry out Disclosure and Barring Service (DBS) checks on Residences Management Staff, Supervisors, Senior Student Mentors and Security Staff employed by the University where necessary.
- Provide relevant training for Residences Staff employed by the University and staff with regular access to bedrooms.
- Promptly inform the parent/guardian or guarantor if we become aware that the student:
 - Is in rent arrears of one term or more;
 - Is in serious breach of the Residences Regulations Terms and Conditions invoking Disciplinary Regulations.
- Ensure that students under 18 are aware of whom to contact in case of difficulties.
- In all cases will try to encourage students to involve a parent/guardian or guarantor where appropriate but will take a student's request for confidentiality and the student's welfare as paramount, even if this means not telling their parent/guarantor at the student's request.
- Send documentation, including a Licence Agreement and Regulations Booklet, to the student and parent/guardian or guarantor that is required to be accepted/signed and returned to the Accommodation Centre by the parent/guardian or guarantor before the student can take up residence.
- Provide the student and parent/guardian or guarantor with full details of how to secure a room on campus including what deadlines they are required to meet.

Accommodation and Residences Services will NOT:

- Carry out DBS checks or provide training for University Contractors or Agency staff. All contractors will however, carry identification and will carry out repairs/works between 9am and 5pm except in an emergency situation.
- Act in Loco Parentis.
- Carry out any checks, other than those mentioned above on under 18's living in University managed accommodation.
- Monitor how the student spends their leisure time or manages their finances.
- Apply this policy to under 18's housed in the private sector.

Students' responsibility to Accommodation and Residences Services

Students will:

- Provide the name and address of a parent/guardian or guarantor who will be the University's point of contact for notification regarding rent arrears, serious breach of Residences Rules and Regulations and acceptance of Licence Agreements
- Provide the name of a parent/guardian or guarantor in the UK or overseas where the student is from.
- Be required to enter into a new Licence Agreement with the University on their 18th Birthday.
- Abide by the Licence Agreement terms and conditions from the point of accepting a campus room allocation.

CONDITIONS FOR RETURNING STUDENTS FOR SESSION 2018/19

Eligibly

To be eligible to apply for a room as a returning student you are required to be a full-time, full-fee paying, fully enrolled student for the entire session. The Accommodation Centre may request evidence from your department of your status. Periodic enrolment status checks take place for students due to move into accommodation at the start of each session. Students who will be taking re-sits during the summer months are at risk of having their room offer withdrawn. The Accommodation Centre will contact all students who have to take resits to discuss this. However if we are unable to contact you, your allocation will be withdrawn and offered to a student on the waiting list. If your resit exams are successful you may reapply for campus accommodation but an offer of a room will be made subject to availability. Please contact the Accommodation Centre for further information.

January Postgraduates

Postgraduate students joining the University in the month of January each year will be eligible to apply as a 'returning student' for the following session i.e. September to September, provided you meet the required criteria. Students whose application is successful will be liable for the same terms and conditions as other residents, including early termination fees. This also applies to Postgraduate students who join the University in September on 15-19 month courses. Please note that there are a limited number of rooms, therefore, applying and paying your booking fee before the relevant deadline date does not guarantee a campus room.

NOTE: Final year, level four M.Eng and level three undergraduate students who are uncertain if they will be on a placement will be invited to apply for returner student accommodation with the same priority as a Final Year student.

Students returning from placement

Students who are returning from their placement in January 2019 can apply online and place their details on the waiting list. Accommodation will be offered in accordance with the University Accommodation Policy and subject to availability.

Application

To apply for accommodation you should complete the online application form and pay the booking fee of £350 (£450 for studio flats) by cleared funds either online, or to the University Cash Office. Applications are processed once your booking fee has been paid and your application form has been received by the Accommodation Centre. Offers of accommodation, formal or otherwise, are provisional and are subject to the clearance of all fees owing to the University up to and including the Summer Vacation.

Deadline dates

Single room: The deadline for single room application forms and payment of the booking fee is **Wednesday 31 January 2018**. Applications received after this date will be considered only after all other applications. Please note this may restrict the options available to you.

Studio flats: The deadline for studio flat application forms and payment of the £450 booking fee is **Tuesday 31 July 2018**. A letter of supporting evidence must accompany all applications for studio flat accommodation. This should be a marriage/civil partnership certificate or a Supporting Evidence of Relationship form completed by a professional person such as a doctor, landlord or your department/school. If this document is written in your home language you will be required to provide a written translation alongside a copy of the original document. An email from your partner will also be required to confirm they are aware that their details have been placed on the studio flat application.

Cancellation (returning students for session 2018/19)

You will have seven days from the payment date of your booking fee (your payment date is counted as the first day) to cancel your application and receive a full refund of your booking fee (provided that your Licence Agreement does not begin within this seven day period).

After the seven day booking fee cancellation period the following accommodation cancellation charges will apply:

- By 31 March 2018: £50
- By 31 July 2018: £75
- By 31 August 2018: £100
- From 1 September 2018 the booking fee will be retained by the University to cover the additional administrative expenses incurred in finding a replacement and processing their documentation.

If you accept your accommodation offer and/or receive a provisional offer and subsequently cancel, the above cancellation charge will apply.

All cancellations must be put in writing to the Accommodation Centre by completing the online cancellation request form at <https://accom.brunel.ac.uk/apply>.

Students on formal placement - cancelling before the start date of the Licence Agreement

Undergraduate students who are subsequently offered and accept an official University placement after having applied and/or received a room offer will have the room offer withdrawn and the booking fee will be refunded in full. You should inform the Accommodation Centre in writing as early as possible at accom-uxb@brunel.ac.uk. For those who do not secure a placement until later in the summer, and provided you cancel by 1 September 2018, you will also receive a full refund of the booking fee. Normal charges will apply if a room is cancelled after 1 September 2018 and the start date of the contract. The Accommodation Centre regularly seek verification from the Placement Office throughout the summer period for details of students who have secured a placement.

Students on the list provided by the Placement Office (if they have not already directly informed the Accommodation Centre) will have their allocation/offer withdrawn automatically to enable a waiting student in full-time study to be offered the room and will receive a full refund of the booking fee. Although you will no longer be a priority for a campus room during the period of your placement you may wish to place your details on our waiting list. In the event of other priority group applications being exhausted, you may be offered a campus room but this is unlikely to happen until September at the earliest.

To submit the cancellation or add your details to the waiting list please go to <https://accom.brunel.ac.uk/apply>.

NOTE: Students who will be going on an exchange programme approved by the Brunel Exchange Programme Office are treated in the same way as placement students. If subsequently you decide to cancel your room, provided an online cancellation is received by 1 September 2018 and verification is received by the Brunel Exchange Programme Office you will receive a full refund of the booking fee. Normal charges will apply if a room is cancelled after 1 September 2018 and the start date of the contract.

Students on formal placement – cancelling after the start of the Licence Agreement

If you are offered and accept an official University placement after the Licence Agreement has started please contact the Accommodation Centre for further information. Please refer to regulations 7.7 for further details regarding cancellation after the start of the Licence Agreement.

Allocation

Allocations will be carried out in accordance with the University Accommodation Policy. If demand from returning students for the limited accommodation set aside is greater than the supply of rooms, students who apply and pay the booking fee by the deadline date will be entered into a ballot for a place in halls in order of policy priority. Those who apply and/or pay the booking fee after the deadline date will not be entered into the ballot and will be a lower priority.

If you are unsuccessful with your accommodation application your booking fee will be returned to you subject to outstanding finances.

Provisional allocations

Single rooms - Provisional allocations will be announced on Thursday 8 February 2018 and successful students will receive a text and email confirmation. From this date Group Request Application Forms will be available until Thursday 22 February 2018 to students who were successful in the ballot and who now wish to form themselves into a group. On Thursday 15 March 2018 the Accommodation Centre will confirm which Halls of Residence your group has been provisionally allocated to.

Studio flats - Provisional allocations will be announced during the first week of August. Successful students will receive a text and email confirmation from the Accommodation Centre. A small number of studio flats will be allocated in February of each year to assist returning students to secure accommodation before they leave campus for the summer vacation.

SUMMER VACATION 2018

Offers and Application

Offers of accommodation are subject to the clearance of **ALL** outstanding fees to the University.

There is a minimum booking period of one week (there may be exceptions). A payment will need to be made in full in advance for the duration of your stay upon application. Unfortunately students who book accommodation for the summer vacation period are not able to pay fees by Direct Debit.

Visiting students and Brunel students requiring accommodation during the Summer Vacation may apply online to the Accommodation Centre from April 2018. Summer accommodation will not be available beyond 10am on Sunday 9 September 2018. Your Licence Agreement must be carefully read and accepted online or signed and returned to the Accommodation Centre electronically by the deadline stated on the Licence Agreement. Students are advised to apply and pay in full, for the full period required, as early as possible due to limited availability of some types of accommodation. It is important that you apply and pay for the maximum period you require. If you decide to apply in small blocks the Accommodation Centre is not able to guarantee continuous stay in the same room or that we will have availability when you make a future application.

Students with a term time contract until 10am on Sunday 10 June 2018 have to apply and make the payment by Friday 20 April 2018 if you want to continue your stay on campus after the contract ends. Your first week's rent is **non-refundable** unless notice in writing to the Accommodation Centre is given by midnight on Sunday 3 June 2018 at the latest. Some areas will be closed/unavailable during the summer for either redecoration or for conference use, and therefore most students would be required to move to a different campus location, notice will be given.

NOTE:

- Rates for visiting students are different from Brunel Students; please refer to your Licence Agreement for rate information or the following website: www.brunel.ac.uk/life/accommodation/summer-lets/home.
- Brunel University London will seek verification from the visiting student's home university on their status as a student. A room cannot be offered without this verification.
- The University requires individuals as a condition of their application for accommodation to disclose any relevant criminal convictions and related information for the tenant and their partner (for studio flats) as described in the University Disclosure Policy. For further information on the University's Policy for acceptance of ex-offenders, see www.brunel.ac.uk/study/admissions/policy. Applicants and their partners are not required to disclose convictions or cautions that are "spent" under the Rehabilitation of Offenders Act 1974 (as amended). See Regulation 3 for more details.
- Applications from those (or the studio flat partner) who have a criminal record and/or who are under investigation for drug trafficking, fraud, burglary and sexual or violent crimes will not be considered for accommodation in properties owned or managed by the University. In cases of other offences or investigations, applications and restrictions will be considered on an individual basis.
- Summer Vacation Licence Agreements will be subject to the Residences Regulations but are not subject to the break of contract charges in regulation 7.4 and 7.5.

Vacating

Where possible notice of intention to leave early should be given to the Accommodation Centre in writing. You may vacate early and you will be refunded for any additional nights you have paid. The minimum stay of one week applies to **each booking**. You can email the Accommodation Centre to find out the balance on your account. To request a refund **after** you have moved out please submit a refund request form online at: <https://accom.brunel.ac.uk/apply>.

For further conditions of stay please see the Summer Vacation Application Form at: <http://www.brunel.ac.uk/life/accommodation/summer-lets>.

Cancellation

Your first week's rent is **non-refundable** unless notice in writing to the Accommodation Centre is given **seven** days before the start of your Licence Agreement (this applies to each booking). Summer bookings end at 10am on Sunday 9 September 2018.

NOTE: Summer residents should note that events, such as our Graduation Ceremonies and International Summer Schools, are held during the summer period on campus.

REFERENCES

The Accommodation Centre can provide a reference letter for students who have lived in halls and have no outstanding accommodation charges or residential alerts/bans on their accounts. Students can request a reference letter or a third party may request a reference letter online at <http://accom.brunel.ac.uk/reference>. All reference requests from third parties should be made online. The Accommodation Centre will require permission from the student concerned **prior** to releasing a reference to a third party. Permission will need to be given to us online by the student at <http://accom.brunel.ac.uk/reference> once the reference request has been submitted. Please note that a reference letter may take up to one week to process depending on demand, and therefore students should ensure that permission is provided promptly to the Accommodation Centre when requested. Reference letters will not be provided if a student is in breach of their Licence Agreement or has outstanding accommodation related charges owing to the University.

FINANCIAL

Payment methods

All payments need to be made by cleared funds using the following methods:

- By credit/debit card to the University Cash Office on +44 (0)1895 265264;

- Online by credit/debit card during your online application or acceptance or at: www.brunel.ac.uk/courses/paying-your-fees. After payment has been made online you will receive a confirmation email from the payment provider Capita.
 - By a bank transfer to the following account details:
 HSBC Brunel University London
Account Number: 00183849
Sort Code: 40-45-08
Swift Number/BIC (Bank Identification Code Number): Until 20 October 2017 MIDLGB2109L
From 20 October 2017 HBUKGB4109L
IBAN Number (International Bank Account Number): Until 20 October 2017 GB76MIDL40450800183849
From 20 October 2017 GB16HBUK40450800183849
- NOTE:** If you choose the bank transfer method, please ensure that you include your full name and Brunel student ID number on the bank transfer document to help us identify your payment. A copy of the bank transfer receipt must be sent to and received by the Accommodation Centre by email or post by the deadline date you will have been provided.
- Payment in person to the University Cash Office. These can be made by credit/debit card, travellers cheque in GBP, bank transfer or bankers draft

Direct Debit

For Brunel students, payment of the termly accommodation fees for the academic year is preferred by direct debit. You can set up a direct debit at: www.brunel.ac.uk/courses/paying-your-fees. After you have moved out from campus accommodation you should cancel your direct debit by contacting your bank.

Alternatively, a recurring credit card transaction form for paying your termly accommodation fees for the academic year is available from the Cash Office by calling +44 (0)1895 265264.

Accommodation Weekly Rents

Accommodation fees have been set for 2017/18 at the following weekly amounts:

Halls	Room Type	Weekly Rent
Single Rooms		
Saltash, Chepstow, Clifton Halls	Standard – Shared bathroom	£108.15
Mill Hall – not refurbished (Ground and 1 st floor)	En suite – Private Bathroom (Corridor layout)	£137.48
En suite Tier 1 Galbraith and Fleming	En suite – Private Bathroom (Flat layout)	£141.82
En suite Tier 2 Lancaster, Bishop, Isambard	En suite – Private Bathroom (Flat layout)	£144.83
En suite Tier 3 Mill Hall Refurbished (2 nd and 3 rd floor)	En suite – Private Bathroom (Corridor layout)	£149.03
En suite Tier 4 Faraday	En suite – Private Bathroom (Flat layout)	£151.97
Flats for co-habiting couples		
Isambard	Studio flat	£212.03
Faraday and Fleming	One bedroom flat	£249.48
Saltash, Galbraith and Lancaster	One bedroom flat	£257.18

NOTE: Rates for summer vacation visiting students and visiting staff are different from those for Brunel students; please refer to your Licence Agreement for rate information.

NOTE: Accommodation fees are reviewed annually and are fixed for the full academic year. **Please note** that there is usually an annual increase in rents each year which will apply from the start of each academic year.

CONTRACT LENGTHS

If your entry/start date occurs at any other time of the academic year than the start dates below accommodation will only be offered subject to availability.

UNDERGRADUATE STUDENT CONTRACT

Sunday 17 September 2017 to 10am on Sunday 10 June 2018

PGCERT STUDENT CONTRACT

Sunday 17 September 2017 to 10am on Sunday 24 June 2018

POSTGRADUATE AND RESEARCHER CONTRACT

Sunday 17 September 2017 to 10am on Sunday 9 September 2018

EXCHANGE STUDENT CONTRACT LENGTHS

Exchange/Erasmus students are offered one of the following contract period dates:

Contract 1 – 17 September 2017 – 10am on 2 January 2018

Contract 2 – 17 September 2017 – 10am on 10 June 2018

Contract 3 – 17 September 2017 – 10am on 9 September 2018

Contract 4 – From January 2018 onwards – 10am on 10 June 2018

Contract 5 – From January 2018 onwards – 10am on 9 September 2018

NOTE: If your course does not match these contract periods you must inform the Accommodation Centre in advance of accepting the Licence Agreement. Offers of accommodation to Exchange/Erasmus students will be made subject to availability. Accommodation fees are payable for the full contract periods listed above.

EARLY ARRIVAL

If a resident wishes to take up occupation before the start of the licence period it may be possible to arrange this but first you are required to complete the following:

- Complete an online early arrival request form available at <https://accom.brunel.ac.uk/apply>;
- If early entry is available the resident will be charged room fees for the booked days whether the student occupies the room or not. Charges will apply for extra nights at the relevant nightly rate;
- Payment must be made in full in advance at the time of booking. Without payment your booking will not be complete and keys will not be issued.
- Because you will be arriving to take up your campus accommodation before the actual contract start date please note that you may be the only occupant of the flat until your flatmates move in on Sunday 17 September 2017. Also, please note that in order to facilitate your early arrival, your room will have been cleaned, but the communal areas of the flat (e.g. kitchen/bathrooms if it is a standard hall) may still require cleaning and therefore you may experience some inconvenience and disruption during this time.
- Please note that while we endeavour to make every effort to accommodate you in the same room as your main allocation some students may be placed in a temporary room until your accommodation is available and ready.
- It may not always be possible to arrive early, therefore, you may need to make alternative off campus arrangements. Please check the early arrival conditions at <https://accom.brunel.ac.uk/apply> for full details.

NOTE: All students should make arrangements for accommodation before they arrive at Brunel to start their course. Please ensure that you have secured your accommodation before you travel to Brunel University London.

SOCIAL MEDIA GUIDANCE

Brunel University London, in consultation with the Union of Brunel Students has published guidance on the use of social media by students. This guidance is intended to support and protect students in their use of social media, and to assist them in making the best use of it in order to enhance their personal and academic lives. It also makes students aware of the possible risks which may arise from the inappropriate, irresponsible or careless use of social media, both as a Brunel student and in their personal lives. The guidance also gives information about what to do if you encounter misuse of social media and signposts students to relevant support and advice. The guidance is available for all students to read in the Student Handbook at www.brunel.ac.uk/life/student-handbook/policies and is also accessible from the main University website in the Policy & Regulations section. A pdf version of this information can be found online at http://www.brunel.ac.uk/_data/assets/pdf_file/0017/341450/Revised-Social-Media-Guidance-July-2015.pdf. If you have any queries about this guidance please contact hoss@brunel.ac.uk.

COMPLAINTS PROCEDURE

If you wish to make a complaint regarding the Accommodation Centre¹ it will be processed in line with the University's Student Complaints Procedure. The University's Student Complaints Procedure and guidance notes can be accessed at www.brunel.ac.uk/about/quality-assurance/complaints. A summary of the three stages can be seen below:

- Stage 1:** Early Resolution - Your complaint can be put in writing to the Accommodation Centre by email to accom-uxb@brunel.ac.uk and will be responded to within 2 working days. Depending on the content of your complaint it may be escalated to the Head of Accommodation. In such circumstances you will receive a response within 4 working days. You will be advised by email if your complaint is escalated to the Head of Accommodation.
- Stage 2:** If your complaint remains unresolved at Stage 1 students must complete a Complaint Action Form within 3 months of the incident complained about. Formal investigation and consideration by the Students Complaints Officer will then take place.
- Stage 3:** If you continue to be dissatisfied with the outcome of Stage 2 students may, under certain circumstances, request a review by the Chief Operating Officer. This must be within 14 days of the date of the letter of outcome to Stage 2.

Students should refer to the full version of the Student complaints procedure at www.brunel.ac.uk/about/quality-assurance/complaints before submitting their complaint. Students may also wish to contact the University Mediation Service if they feel it would be helpful to speak to an independent mediator about their complaint. Further information about mediation is available at www.brunel.ac.uk/about/quality-assurance/documents/pdf/Mediation-Doc-Dated-1-August-2014.pdf

If you wish to make a complaint about the services in your halls of residence²

The Residences Complaints Procedure is not intended to deal with initial maintenance requests. If you need to report a problem in your accommodation please use the online reporting facility: <https://accom.brunel.ac.uk/apply>. If your complaint is about bullying or harassment by another resident or a member of staff, please email us at: Residences.Comments@brunel.ac.uk. To enable an appropriate member of staff to investigate your concerns and ensure support is available for you.

- Stage 1:** If you are dissatisfied with any aspect of the service within your accommodation on campus please contact a member of staff in your Residences Office to discuss your complaint and to attempt resolve it informally at the earliest opportunity.
- Stage 2:** We normally aim to resolve all complaints at Stage 1. However, if you are dissatisfied with the outcome at Stage 1 you should email Residential Services at: Residences.Comments@brunel.ac.uk. You should clearly state what the problem is and what solution you are seeking. We will normally acknowledge your complaint at the earliest opportunity during working hours. A member of the Residences team will then investigate your

complaint and respond. The investigating member of staff may arrange to meet you to discuss and understand your complaint further. We normally aim to respond to complaints at Stage 2 within 30 calendar days.

Stage 3: If we have been unable to resolve your complaint, you should follow the University's Student Complaints Procedure, details of which can be accessed at: <http://www.brunel.ac.uk/life/supporting-you/student-complaints-conduct-and-appeals/complaints>.

Concerns which are raised under the University's Student Complaints Procedure should be raised within 3 months after the incident occurred may be deemed to be out of time and staff may not consider them.

If your complaint is about something that does not fall within the scope of the Residences Complaints Procedure, you will be informed accordingly and your complaint may be referred to a different University procedure.

NOTE: At any stage of the complaints procedure and where appropriate, a complaint may be referred by the Head of Accommodation or the Head of Residences or their representative to one of the University's impartial mediators.

1. The Accommodation Centre's services include: Allocating accommodation to students seeking to live on campus; sending out information and offers of accommodation to students and preparing students' Licence Agreements; ensuring that all residents are invoiced correctly for their accommodation fees via the Finance Office; organising booking fees and notifying students of payment dates.

2. Residences Services include: The day-to-day management of the residential areas; if you need help with any of the following please contact staff in the halls and Residences Office regarding: maintenance requests, general housekeeping issues, problems which are affecting your quality of life as a resident in University accommodation (e.g. noise disturbances).

INSTRUCTIONS FOR STUDENTS ARRIVING BY CAR - SUNDAY 17 SEPTEMBER 2017

The University recognises that many students taking up residential accommodation on Sunday 17 September 2017 will arrive by car. Due to the large number of students arriving, parking and the flow of traffic both on site and in the roads in the immediate vicinity of the campus can become very congested. To help ease the congestion and ensure the free flow of traffic on and around the site we request that you follow these instructions.

1. Approach the site via the recommended route for your hall (see below).
2. Only one vehicle per student will be allowed on campus for the purposes of unloading personal belongings on Sunday 17 September 2017.
3. If applicable parking on site near the halls will be limited to 1 hour maximum. This should give you plenty of time to unload your belongings. If you wish to remain parked on site for more than 1 hour you must move to car parks away from the halls as directed by Brunel staff on the day.
4. Do not leave your vehicle parked in delivery areas or on double yellow lines.
5. Do not obstruct other vehicles or roadways.
6. Follow the instructions given to you on the day by Brunel staff.
7. Please ensure that you only approach the site via the appropriate route for your hall and when leaving the site follow any directional signs.
8. Parking permits will not be required on Sunday 17 September 2017.

Approach routes for Halls:

It is important to note that there is no through route for vehicles between the two sides of the campus therefore you must approach via either Kingston Lane or Cleveland Road as indicated.

Halls – Fleming, Galbraith and Mill: Approach the campus via The Greenway and Cleveland Road, using the Topping Lane entrance.

Halls – North, Meadow, Michael Bevis, Concourse, Stephen Bragg, West Hall, Maurice Kogan, David Neave, Central, East, Runnymede, George Shipp, Trevor Slater, Shoreditch, Syd Urry, South, Brian Winstanley: Approach the campus via the Greenway and Cleveland Road, using the West Spur Road or Topping Lane as directed.

Halls - Saltash, Chepstow, Clifton, Faraday, Bishop, Kilmorey, Lacy, St Margarets: Approach the campus via Kingston Lane and follow the directions given by Brunel staff.

Halls - Borough Rd, Maria Grey, Southwark, Stockwell and Gordon: Approach the campus via Kingston Lane and follow the directions given by Brunel staff.

Keeping a vehicle on site after 17 September 2017

Please be advised that with the exception of blue badge holders there are unfortunately no facilities for resident students to keep a vehicle on campus after 17 September 2017. A parking charge system is in operation on the campus and vehicles parked without a permit and/or in contravention of our Traffic Regulations are at risk of receiving a penalty charge. Also, you are asked to refrain from attempting to park in local residential roads. Many of these are subject to parking controls and are resident parking only. Please refer to regulation 6.

Resident students may wish to take advantage of the car club that operates on campus. Brunel University London works in partnership with Hertz Connect to provide hire cars on campus which can be booked at very attractive rates. Full details can be found at www.hertzdemand.com.

The campus is also very well served by public transport: Uxbridge town centre and London Underground station are only a short walk or bus ride away. All halls and most areas of the campus are provided with facilities for cycle storage.

USEFUL CONTACT INFORMATION

<p>Accommodation Centre Opening hours: Monday – Friday 9am to 5pm Tel +44 (0)1895 267900 Text +44 (0)7860 023026 Email Brunel Campus Rooms: accom-uxb@brunel.ac.uk Brunel Student Lettings: housing-uxb@brunel.ac.uk Web and online chat www.brunel.ac.uk/accommodation www.brunel.ac.uk/lettings Question & Answer Centre http://accominfo.brunel.ac.uk</p>	<p>Cash Office Opening Hours: Monday – Friday (Term time) 9.15 am to 4.15 pm (Out of term time) 9.15 am to 1.00 pm Tel +44 (0)1895 265264 Fax +44 (0)1895 269720 Online Payments www.brunel.ac.uk/courses/paying-your-fees</p>
<p>Concourse Hall Residences Office (Mill Fleming and Galbraith Complex and Isambard Complex) Opening Hours: Monday–Friday 9am to 5pm Web www.brunel.ac.uk/services/accommodation/residences The above reception covers the following areas: (Mill, Fleming and Galbraith Halls) Tel +44 (0)1895 266381 Fax +44 (0)1895 269877 Email mill-hall-staff@brunel.ac.uk</p> <p>(North, Meadow, Michael Bevis, Concourse, Stephen Bragg, West, Maurice Kogan, David Neave, Central, East, Runnymede, George Shipp, Trevor Slater, Shoreditch, Syd Urry, South, Brian Winstanley Halls) Tel +44 (0)1895 267100 Fax +44 (0)1895 269877 Email isambard-residences@brunel.ac.uk</p>	<p>Bishop Hall, Bishop Complex Residences Office Opening Hours: Monday – Friday 9am to 5pm Web www.brunel.ac.uk/services/accommodation/residences The above reception covers the following areas: (Faraday, Saltash, Chepstow, Clifton, Bishop, Kilmorey, Lacy, St Margarets, Southwark, Stockwell, Borough Road, Maria Grey, Gordon Halls) Tel +44 (0)1895 267284 Fax +44 (0)1895 269794 Email blf-staff@brunel.ac.uk</p>
<p>Student Mentors Isambard Complex Email isambard-mentors@brunel.ac.uk Faraday, Bishop and Lancaster Complex Email blf-mentors@brunel.ac.uk Mill, Fleming and Galbraith Complex Email mill-mentors@brunel.ac.uk</p>	<p>Student Centre Opening Hours (In person): Monday, Wednesday, Friday: 9am to 4pm Tuesday and Thursday: 10am to 4pm Opening Hours (Telephone): Monday: 9am to 4pm Tuesday to Friday: 10am to 4pm Tel +44 (0)1895 268268 Email student.centre@brunel.ac.uk Web http://www.brunel.ac.uk/life/new-student-guide/student-services/student-centre</p>
<p>Residential Services Office Opening Hours: Monday to Friday 9am to 5pm Tel +44 (0)1895 265318 Fax +44 (0)1895 269706 Email residences.comments@brunel.ac.uk</p>	

RESIDENCES ADDRESSES

*Delete as appropriate

<p>Standard and Faraday Halls Room and Staircase Faraday/Saltash/Chepstow/Clifton Hall* Brunel University London Uxbridge Middlesex, UB8 3PH</p>	<p>Bishop Complex Room and Flat number Bishop/Kilmorey/Lacy/St Margarets Hall* Brunel University London Uxbridge Middlesex, UB8 3PH</p>
<p>Lancaster Complex Room and Flat number Southwark/Stockwell/Borough Road/Maria Grey/Gordon Hall* Brunel University London Uxbridge Middlesex, UB8 3PH</p>	<p>Mill Hall Floor number and Room number Mill Hall Topping Lane Uxbridge, UB8 2TL</p>
<p>Fleming Hall Flat and Room number Fleming Hall Topping Lane Uxbridge Middlesex, UB8 2TR</p>	<p>Galbraith Hall Flat and Room number Galbraith Hall Topping Lane Uxbridge Middlesex, UB8 2TF</p>
<p>Isambard Complex Room and Flat number North/Meadow/Michael Bevis/Concourse/Stephen Bragg/West Hall/Maurice Kogan/David Neave/Central/East/Runnymede/George Shipp/Trevor Slater/Shoreditch/Syd Urry/South/Brian Winstanley Hall* Uxbridge Middlesex, UB8 3FG</p>	