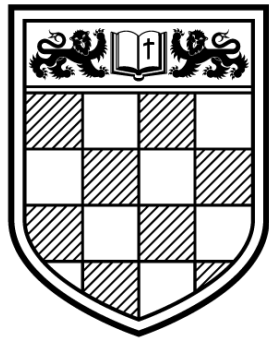


UNIVERSITY_{OF}
WINCHESTER

STUDENT RESIDENT LICENCE AGREEMENT &
STUDENT RESIDENT REGULATIONS
ON CAMPUS ACCOMMODATION

Document Title:	Student Resident Licence Agreement & Student Resident Regulations - On Campus Accommodation
Responsible Role and Department:	Director of Estates and Facilities Services
Approving Body:	ELT
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Indicate whether the document is for public access or internal access only. Indicate whether the document applies to collaborative provision? (Strikethrough text, as appropriate)	Public Access Internal Access Only Applies to Collaborative Provision
Summary: This document defines the Regulations which form part of the Student Licence Agreement for residing within Student Accommodation. The document identifies the obligations of both the Student and any declared co-habitee and the University and any sanctions following breaches of those obligations.	



UNIVERSITY OF
WINCHESTER

STUDENT RESIDENT LICENCE
AGREEMENT & STUDENT RESIDENT
REGULATIONS
ON CAMPUS ACCOMMODATION

ISSUED 2026

Please read this Licence Agreement before signing it. This is a legally binding agreement. In signing the Licence Agreement, you agree to abide fully by the Licence and its Regulations which includes paying the Licence Charges for the full Licence Period. If there is anything you do not understand or wish to discuss regarding the Licence Agreement, please contact Student Housing Services before signing the Licence Agreement.

INTRODUCTION

Specific details of the Accommodation being granted to you, the Licence Period and the Licence Charges are given in the Offer. Both are an integral part of this Licence Agreement.

By signing this Licence Agreement, you are entering into a legally binding agreement under which you agree to be bound by the Student Resident Regulations (referred to as the "Regulations").

The language in this Licence Agreement and the Regulations are necessarily of a legal nature. Wherever possible, "plain English" has been used. There are, however, some words or phrases in the Licence Agreement and the Regulations which have a very particular meaning, and those are set out below. This document is available in large print upon request.

CHANGES TO THE REGULATIONS

There are clauses within this document which may need to be adjusted throughout the Licence Period in line with UK Government Guidance or changes to legislation. Government Guidance and changes to legislation may supersede the guidelines within this document. These include clauses in relation to visitors, guests and authorised staff access to the Accommodation and adjustments to the Licence Period (clause 2.6). Students will be notified of any changes to the Regulations in writing.

CONTACT DETAILS

STUDENT HOUSING SERVICES

01962 827533

housing@winchester.ac.uk

St Swithun's Lodge

Monday to Thursday 9am-

5pm

Friday 9am-4.30pm

OUT OF HOURS

Site Stewards

01962 827666/827667

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Definitions & Interpretations

Accommodation	means the residential Student accommodation as specified in the Offer or any other residential accommodation which the University may allocate to the Student during the Licence Period.
Accommodation Building	means the building in which the Accommodation is situated.
Arrivals Concession	means any period when Students move into their Accommodation at the start of the Licence Period in which Students are not charged for their Accommodation. Any Arrivals Concession will be granted either in line with a specific programme, for example, Winchester Wayfinders or where the application of UK Government Guidance in relation to a local, national or global emergency, for example management of a health emergency, means that the start date for the Licence Fee is revised to be set as later than the start date of the Licence Period as stated in the Offer. We will use all reasonable endeavours to notify Students of the duration and the amount of any Arrivals Concession in good time ahead of the date on which the first instalment of the Licence Fee is due to be paid. Any overpayment of the Licence Fee made by any Student in relation to any Arrivals Concession(s) will be refunded to the account from which the Licence Fee payment was made.
Authorised Staff	means any person(s) who are employed by the University in any of the following capacities: Cleaners, Maintenance, Security, Housing (including Housing Managers, Wardens, Resident Assistants and their nominees), Projects, Recruitment and Marketing staff, Site Stewards, and Student Support & Success staff (see clause 2.55 of this Agreement).
Catering Licence Fee	means the fee of £75.50 per week which is payable by the Student to the University if the Student is allocated to catered Accommodation. This sum is included in the total quoted Licence Fee given in the Offer. Fees are detailed in the Offer and on our website at: Housing Costs.
Christmas Vacation Retainer	means the fee equivalent to 50% of the Licence Fee (not including the Catering Licence Fee) over the Vacation Period which is payable by the Student to the University, if the Student is allocated to catered Accommodation, for keeping the Accommodation available for the Student for the period from and including [20] December [2026] to and excluding [3] January [2027]. This amount is included in the total figure given in the Offer. Fees are detailed in the Offer and on our website at: Housing Costs.
Licence Agreement or Agreement	means the: • legal agreement (signed online or on paper) which grants the Student a licence to occupy a room owned or managed by the Licensor (meaning the University of Winchester) ; and • Regulations and all details included in the Offer Note: There is no right to exclusive possession, meaning the Licensor retains general control over the Accommodation and the Licensor has the right to move Students and any declared co-habitees to other rooms in the Accommodation where reasonable and appropriate to do so.

Licence Charges	means all sums payable by the Student to the University under this Agreement, including (without limitation) the Licence Fee, any Catering Licence Fee, any Christmas Vacation Retainer, and any other charges or sums that are properly due.
Licence Fee	means the fee payable by the Student to the University for the Licence to occupy the Accommodation which is set out in the Offer.
Licence Period	means the Period granted by this Agreement starting and ending on the dates stated in the Offer.
Offer	means the online room offer / acceptance process or paper offer letter (if the online process is not used).
Resident Engagement Strategy	means the strategy, detailing how the University communicates with Students, which relates to the Building Safety Act 2022 and can be read online here: Resident Engagement Strategy
Regulations	means the Student Resident Regulations issued by the University in July 2026 as set out in this Licence Agreement and as amended from time to time. Note: Where a Student's Licence Agreement begins in one academic year and ends in the next (this usually applies to Students whose course starts in January or May), the Regulations from the academic year in which the Licence Agreement was originally signed will apply for the full duration of the Licence Period. However, if a Regulation introduced in the subsequent academic year offers an additional benefit or protection to the Student, that updated clause may supersede the original terms of the Licence Agreement.
Resident	means; i. any declared co-habitee/habitees or; ii. any carers/support staff employed by the Student and granted permission by the University to reside in or regularly access the Accommodation
Sex	means a Student, Resident or Visitors sex related specifically to biological sex
Student	means a student who has been accepted for a course of study at the University of Winchester and has been offered and accepted Accommodation through the Offer.
Student Responsibilities	means the responsibilities on the part of the Student as set out in clause 2 of this Licence.
Term	means an academic term of the University, the dates of which will be published online here .
University Accommodation	means accommodation owned, managed, or in the control of the University.
UUK COP	means the UUK Code of Practice which informs operational processes for student accommodation and promotes safe and good quality university accommodation.
UK Government	means the central government of the United Kingdom of Great Britain and Northern Ireland.

1.1 This Agreement is the contract between the University of Winchester and the Student relating to the Accommodation and comprises the Offer, the Licence Agreement and the Regulations. Any Residents must also comply in full with the terms of this Agreement as if they were the Student under this Agreement (with the exception of payment of Licence Charges which will be

borne by the Student).

1.2 Words and phrases used in the Regulations shall, if defined above have the same meaning in the Regulations as in the Agreement.

THE UNIVERSITY AGREES

Grant of Licence

1.3 The University grants the Student a licence to occupy the Accommodation for the Licence Period, specified in the Offer. The Licence Period will not necessarily start and finish on the same dates as the University's academic year.

THE STUDENT AGREES

1.4 To pay all Licence Charges due under the Licence Agreement, this includes the Licence Fee and where applicable the Catering Licence Fee, the Christmas Vacation Retainer or any other charges or sums payable under the terms of this Agreement, to the University on the due dates specified throughout this Agreement. Any ad hoc or additional charges shall be invoiced by the University from time to time and shall be paid by the Licensee on demand, in the manner notified by the University.

1.5 To comply with all of their obligations set out in this Licence Agreement.

1.6 To comply with all aspects of the 'Disciplinary Procedures for Students,' the 'Regulations for payment of University Fees,' the 'Conduct Policy for Students' and the 'IT Acceptable Use Policy' which are available to review on the University website:

[Policies and Regulations - University of Winchester](#)

IT IS FURTHER AGREED THAT

1.7 The catering status of the Accommodation is defined in the Offer.

1.8 The Licence Fee is inclusive of gas, electricity, water, heating and internet consumed at the Accommodation during the Licence Period (subject to clause 3.2 of the Regulations).

1.9 The University will undertake cleaning of shared facilities used by the Student in the Accommodation Building, see clause 3.11.

1.10 By reason of the nature of this Agreement the Student will not have exclusive possession of any part of the Accommodation and will be a licensee of the University.

Periods not covered by the Licence Period

1.11 There is no right to reside in the Accommodation outside the defined Licence Period. Where the Licence Period does not include the Christmas vacation (e.g., catered Accommodation) the Accommodation must (except during the Christmas vacation provided that the Christmas Vacation Retainer has been paid) be cleared of all personal effects during the vacation period.

PLEASE NOTE: In the event of a local, national or global emergency where the UK Government has put measures in place to restrict movement, the University will ensure that if the Student is unable to vacate their Accommodation, the Licence Period will be extended. This may involve charges for extra nights and/or relocation to other accommodation as per clause 5.1.

Staff responsible for Management of the Accommodation

1.12 The overall responsibility for management of on campus University Accommodation rests with the Director of Estates and Facilities Services. The day-to-day management of the Accommodation is delegated to the Head of Housing & Security, with operational control vested in the Student Housing Services Manager and Housing Manager (On Campus). They are assisted by a Housing Advisor, the Allocations and Systems Officer, Resident Assistants and Wardens.

Student Housing Services is open Monday to Thursday 9am-5pm and Friday 9am-4.30pm. The team can be contacted in person at St Swithuns Lodge, by phone on 01962 827533 or by emailing housing@winchester.ac.uk.

Moving in without Signing the Agreement

1.13 If the Student moves into the Accommodation without having signed the Licence Agreement, they will be found to have accepted the Licence Agreement by their actions.

Variations

1.14 No variation of this Agreement will be valid unless it has been confirmed in writing by either the Student Housing Services Manager, the Head of Housing & Security, or the Director of Estates and Facilities Services.

Governing Law

1.15 This Agreement is governed by the laws of England and Wales. This may differ from the legal systems that apply in some Students' home countries. Any legal proceedings brought by the Student or the University in connection with this Agreement will be heard exclusively in the courts of England and Wales.

The Student Accommodation Code

1.16 The University has signed up to The UUK/Guild HE Accommodation Code of Practice for the Management of Student Housing, which can be viewed by visiting; <http://www.thesac.org.uk/>. The Code informs practice within our Halls of Residence and the University's standards of operation.

Any queries or concerns regarding the Code should be made to the Housing Manager (On Campus), the Student Housing Services Manager or the Head of Housing & Security.

Service of Notices

1.17 Any notice that the University serves on the Student under this Agreement will be made in writing and will be delivered by hand, email, first class post, or special or recorded delivery and sent to them at:

1.17.1 the Accommodation; and/or

1.17.2 the Student's University email account; and/or

1.17.3 the Student's non-University email account, as provided by the Student; and/or

1.17.4 the address the Student has provided to the University in the housing application process, or such other address that they have notified to the University.

Guarantee/s of Accommodation

1.18 Any guarantee given by the University to allocate Accommodation to the Student shall cease to have effect if this Agreement is terminated for any reason in accordance with its terms.

Building Works & Essential Maintenance

1.19 The University of Winchester constantly invests in its estate to provide new facilities and inspect and upgrade existing ones in line with the University's legal requirements under legislation or legislative provisions (including any subordinate legislation made from time to time) such as The Building Safety Act 2022 and Fire Safety Regulations 2022. Work is carefully programmed so as to avoid disruption to Students (so far as is reasonably possible), particularly during exams and the period leading up to them. However, from time to time, there will be some unavoidable disturbance or inconvenience to Students. The University will take all reasonable steps to keep this to a minimum and will not give any Licence Charges rebates or

compensation in such circumstances. Students who consider that disruption is excessive should follow the University's Complaints Procedure which can be found here: [Policies and Regulations - University of Winchester](#)

1.20 The University has the right to carry out any alterations or building works at the Accommodation or on its adjoining or neighbouring property without liability for disturbance where it has used reasonable endeavours to carry out works at times likely to minimise disturbance and for as short a period as is reasonably practicable. Such reasonable endeavours may not be feasible in case of emergency, and in such case, this right remains protected from liability for disturbance throughout.

If the Student is concerned about any building works which may be scheduled to take place near to the Accommodation Building, they should contact Student Housing Services for information. Further information about how the University communicates with Students and Residents about building works can be read online, via this link: [Resident Engagement Strategy](#).

Complaints

1.21 Any complaints regarding the Accommodation will be covered by the Housing Services Internal Complaint Process in conjunction with the University Complaints Policy, available to view on request or on the University website at:

[Student Complaints Policy](#)

1.22 The University will not consider complaints submitted later than 20 working days after the event or action(s) (or lack of action(s)); or if appropriate, later than 10 working days after a failure to resolve the complaint at the Early Resolution Stage. More information is referenced in the Student Complaints Policy.

Loss or Damage

1.23 Subject to the provisions of the Occupiers Liability Act 1984 and the Defective Premises Act 1972 the University shall not in any circumstances incur any liability in respect of loss or damage to any person or property or otherwise, unless the loss or damage is caused by the University's negligence.

2.0 STUDENT RESPONSIBILITIES – THE STUDENT AGREES TO

University Rules & Regulations

2.1 The Student will comply in all respects with the following;

2.1.1 the terms and conditions in this Agreement; and

2.1.2 the 'Student Conduct & Disciplinary Policy' which are available for review on the University website:

[Student Conduct & Disciplinary Procedures](#)

2.1.3 any proper and reasonable requests from University staff including Authorised Staff or approved contractors that manage or work within the Accommodation

(together the "Rules and Regulations").

PLEASE NOTE: Any breach of any of the Rules and Regulations could result in the termination or interruption of this Agreement. In the event of any discrepancy or contradiction between this Agreement and the Student Conduct & Disciplinary Policy, the Student Conduct & Disciplinary Policy shall prevail and take precedence.

Licence Charges & Methods of Payment

2.2 The Licence Charges are determined annually and are described in the in the Offer.

2.2.1 For UK, Channel Island and ROI students, there are two ways to pay your Licence Fee:

- 1. Pay in full** and receive a discount of £100 on the bill. Please note the discount only applies to those Students paying for and using for a full academic years Accommodation. If a Student leaves the Accommodation early the discount will be reclaimed. The £100 discount is per room, if there are multiple occupants, the discount will be pro-rata.
- 2. Pay by Recurring Card Payment (RCP) in three equal instalments:** To pay by this method you must register a card on our payment portal by 19 September 2026: (<https://payments.winchester.ac.uk/payments>) Please select the option 'Accommodation Fees – Register my card details to pay in instalments'.

PLEASE NOTE: No other instalment plans are possible.

Accommodation fee payment dates:

Accommodation Fees - UK, Channel Island & ROI fee paying students				
	Payment option 1	Payment Option 2		
	Full payment by:	Instalment 1:	Instalment 2:	Instalment 3:
Students enrolled in September 26	14-Oct-26	14-Oct-26	06-Jan-27	07-Apr-27
Students enrolled in January 27	01-Feb-27	01-Feb-27	07-Apr-27	01-Oct-27
Students enrolled in January 27 - Midwifery only	01-Feb-27	01-Feb-27	01-May-27	01-Oct-27
Students enrolled in January 27 - BA Business Management only	01-Feb-27	01-Feb-27	07-Apr-27	01-Jun-27
Students enrolled in May	01-Jun-27	01-Jun-27	01-Oct-27	12-Jan-28

PLEASE NOTE: The full year's cost of Accommodation is split into 3 equal instalments to coincide with payment dates of maintenance loans from Student Finance to help with your budgeting. An individual instalment payment does not cover your stay in Accommodation until the next instalment date. Therefore, if you leave Accommodation before the next payment date there may be a balance due to pay.

2.2.2 For International/EU students, there are two ways to pay your Licence Fee:

- 1. Pay in full**
- 2. Pay in two equal instalments:** When making your online payment at <https://payments.winchester.ac.uk/payments> if your invoice isn't showing to be paid, please select the "upfront payment" option for accommodation fees and enter the amount you are paying (please do not select the option to register your card details to pay in instalments).

PLEASE NOTE: No other instalment plans are possible.

Accommodation fee payment dates:

Accommodation Fees - International fee paying students			
	Payment option 1	Payment Option 2	
	Full payment by:	Instalment 1:	Instalment 2:

Students enrolled in September 26	14-Oct-26	14-Oct-26	18-Jan-27
Students enrolled in January 27 (Full time, <u>excluding</u> BA Business Management)	01-Feb-27	01-Feb-27	01-Jun-27
Students enrolled in January 27 - BA Business Management only (year 1 only)	01-Feb-27	01-Feb-27	10-May-27
Students enrolled in May	01-Jun-27	01-Jun-27	20-Sep-27

PLEASE NOTE: For International fee-paying Students; if your Licence Agreement does not follow the dates above, please refer to payment details sent to you separately.

PLEASE NOTE: The full year's cost of Accommodation is split into 3 equal instalments to coincide with payment dates of maintenance loans from Student Finance to help with your budgeting. An individual instalment payment does not cover your stay in Accommodation until the next instalment date. Therefore, if you leave Accommodation before the next payment date there may be a balance due to pay.

2.2.3 Discount for full payment in advance:

Students who pay their Licence Fee for a year's Licence Period in advance are entitled to a discount of £100 per room. If there is more than one occupier, the discount is shared equally between the occupiers. The discount is deductible when making the payment. If a Licence Agreement ends before it is due to expire because of a breach of the Licence Agreement by the Student, the £100 discount will be disappplied when the University makes the refund.

No discount will be offered to any Student who is staying within Accommodation for less than a full years Licence Period, for example. A Student who only requires accommodation for 1 term, a Student who moves in part way through the year and a Student who is already receiving a reduction on their Accommodation.

2.2.4 If the Licence Agreement is terminated and you are released from your Licence Charges, any balance remaining for Licence Charges will be set to be collected by Recurring Card Payment (RCP) 5 days after Student Housing Services have processed any adjustment(s) to your account.

2.2.5 Any Licence Charges other than the Licence Fee (including, but not limited to, any Catering Licence Fee, Christmas Vacation Retainer, charges for damage, cleaning, replacement of University property, late payment charges or any other ad hoc or additional charges arising under this Agreement) shall be payable by the Student following written notification or invoicing by the University. Unless otherwise stated in the relevant invoice or notification, such Licence Charges shall be paid in full on demand and shall be payable via the University's designated payment portal or such other payment method as the University may reasonably specify from time to time. The University reserves the right to collect unpaid Licence Charges by Recurring Card Payment (RCP), where the Student has registered a card, or by any other lawful means available to the University.

Payment Date Concession if Student Loan is Delayed

For Students whose first instalment of their student loan is delayed beyond the dates above, the University will permit them to pay their Licence Charges within 10 days of receipt of their loan. Students must notify the Finance Office if their loan is delayed otherwise this arrangement will not apply and the Student will be deemed to be late in making payment and clause 2.4 will apply.

Late Payment

- 2.3 For failure to pay by the stipulated dates the 'Defaults On A Payment' procedure will apply as set out in clause 11.0 of the Payment of Fees Regulations, please also see clause 8.1 of the Regulations.

PLEASE NOTE: Students experiencing difficult financial circumstances should contact the Finance Department before the date on which their Licence Charges are due. In cases of financial hardship it is the responsibility of the Student to inform the Finance Department before the payment due date. The Finance Department is not obliged to make enquiries where no representations have been made.

Students in financial hardship should seek advice from Student Support & Success.

Outstanding Debts

2.4 IMPORTANT – PLEASE READ

Late or non-payment of Licence Charges for your Accommodation may result in the University taking action to terminate the Agreement as per clause 8.1 of this Agreement (Termination for Serious Breach, Failure to Pay Licence Charges). Late or non-payment of Licence Charges may also affect any future application to reside in University Accommodation (owned or managed) and any reference provided to private landlords and/or letting agents in the future.

If you are experiencing difficulty in making payment, please contact the Finance Office as soon as possible so they can work through your difficulties with you.

The University has a Debt Management Policy, found within the ['Payment of University Fees Regulations'](#).

You can also contact Student Support & Success who may be able to assist you further via StudentsandMoney@winchester.ac.uk:

Liability for Licence Charges for entire Licence Period & Exceptions

- 2.5 This Agreement is for the duration of the Licence Period. Accordingly, the Licence Charges are payable by the Student for the whole of the Licence Period. No refund or reduction of the Licence Charges will be made upon interruption or termination of the Agreement before the end of the Licence Period for any reason, except as indicated in clauses 2.5.1 – 2.5.4 (inclusive) below:

- 2.5.1 Where the Student ceases to be enrolled at the University, this Agreement shall terminate on the date their enrolment ends (or such later date as the University may notify), and the Student shall have no further right to occupy the Accommodation. The Student shall be liable for Licence Charges up to the effective termination date. If the Student cannot move out immediately, the University may grant a discretionary 14 or 28 day period to remain in the Accommodation, dependent on Student need, to enable the Student to arrange their departure. This period will start on the date the Withdrawal Form is submitted online. This period will be charged at the same nightly rate as the Accommodation.

PLEASE NOTE: The Student must vacate the Accommodation no later than the agreed 14 or 28 days. A termination charge of £50 will also apply.

- 2.5.2 Where the Student continues to be a student at the University and a suitable replacement Student is found for the Accommodation, the refund in these circumstances will be equal to the amount the replacement Student becomes liable to pay. In this circumstance, the Student is always responsible for finding a suitable replacement student (who must be enrolled on a course for study at the University), although the University will assist where possible.

For students residing in single sex Accommodation, please refer to clause 2.33.

PLEASE NOTE: A suitable replacement must be a current student at the University who is not currently under licence with the University for Accommodation. A termination charge of £50 will also apply.

- 2.5.3 In the event of a local, national or global emergency in which the UK Government declares a lockdown or other direction or restriction of the movement of citizens which includes Students resident in University Accommodation, and Students are required by Government or choose to remain in the Accommodation, the full Licence Charges remain payable.

In the event of a local, national or global emergency in which the UK Government declares a lockdown or other direction or restriction of the movement of citizens which includes Students resident in University Accommodation, and Students:

- are not required by Government to remain in the Accommodation; and
- choose not to remain in the Accommodation,

the following terms will be triggered immediately after 21 days from and including the formal start date of such lockdown or other direction or restriction:

Where a Student leaves the Accommodation but retains use and occupation of their Accommodation by leaving their possessions in place for a temporary period only, they enter into a "Temporary Part Interruption" and Licence Charges will become payable at 50% for the duration of the Temporary Part Interruption until and including the formal end date of the lockdown or other direction or restriction of movement as declared by the UK Government.

Where a Student leaves the Accommodation and clears their Accommodation and delivers up use and occupation for a temporary period only, they enter into a "Temporary Full Interruption" and Licence Charges will reduce to nil payable for the duration of the Temporary Full Interruption until and including the formal end date of the lockdown or other direction or restriction of movement as declared by the UK Government.

When the lockdown, direction or restriction ends, any Temporary Interruption whether Part or Full and the terms thereof will absolutely cease and determine. The Licence Charges will revert to payable at 100% and the standard terms and conditions of this Agreement will resume in full, from and excluding the formal end date as declared by the UK Government. If a Student chooses not to return to the Accommodation the usual process for vacating applies, consistent with clauses 2.5-2.5.2 inclusive above.

- 2.5.4 Where keys to the Accommodation have been returned and accepted by the University and/or key card access has been suspended for the period of any Temporary Interruption whether Part or Full for purposes including but not limited to safe keeping and responsible property management, this will not in itself constitute acceptance of surrender of the Agreement by either the University or the Student unless agreed subsequently by both parties.

Absence during Licence Period

- 2.6 No refund will be made in respect of absence from the Accommodation at any time during the Licence Period, with the sole exception of absence under the terms relating to a local, national or global emergency, as specified in clause 2.5.3 above in these Regulations.

- 2.6.1 Students are not permitted to sublet the Accommodation at any time.

VAT/Council Tax

- 2.7 VAT & Council Tax are applicable as per clauses 2.7.1 and 2.7.2 below:

- 2.7.1 At the date of this Agreement the Accommodation is exempt from VAT and Council Tax but the University reserves the right to recover any Council Tax as part of the Licence Charges if it becomes payable during the Licence Period. For example, if the Student ceases to be enrolled as a full time Student or if there is a change in the law.
- 2.7.2 At the date of this Agreement the Licence Fee for Students living in Self-contained flats is exempt from VAT and Council Tax as stated in clause 2.7.1 above. If the Student declares a non-Student partner to move into the Accommodation (clause 2.53 refers) Council Tax may become payable for which the University will liaise with the Student about directly. The Student will be held liable and will reimburse the University any Council Tax paid by the University on their or their partner's behalf. The University reserves the right to charge for VAT if it becomes payable during the Licence Period.

Moving in & Inventory

- 2.8 An inventory of condition and contents will be supplied (online) to the Student on arrival to the Accommodation. The Student should check and complete the inventory. The checked inventory must be submitted to Student Housing within one week of arrival. If the Student fails to return the completed inventory within this period, the inventory as supplied by the University shall be deemed to have been accepted by the Student as a true and accurate record of the condition and contents of the Accommodation at the start of the Licence Period and may be relied upon by the University for evidential purposes at check-out.

PLEASE NOTE: the inventory is a record of condition and contents of the Accommodation, NOT a maintenance reporting tool. Maintenance issues must be reported separately through the procedure detailed in clause 2.9.

Reporting Damage, Maintenance Issues & Emergencies

- 2.9 The Student must promptly report all disrepair, damage, maintenance, defect or infestation affecting the Accommodation, building or contents (including broken windows) to the University as follows:

Go to the University of Winchester Intranet homepage

1. At the top of the page search 'Servicedesk'
2. The Student should be logged in automatically and given option tiles directing you to what to do
3. The Student should click on the 'Log a Maintenance request' tile then 'On-campus maintenance request' and complete the form
4. Posters containing QR codes are situated in bedrooms and kitchens
5. The link to the reporting site is [Servicedesk](#)

If the Student incorrectly places a request they will receive a reply via Servicedesk to advise them.

- 2.10 Any emergency issues or critical failures (i.e. flood, electrical fault, water loss, damage to firefighting equipment) that arise either during or out of normal working hours (Monday – Thursday, 8am to 5pm and Friday 8am to 4pm) must be reported by the Student to the Site Stewards on 01962 827666, who hold the relevant out of hours Maintenance Team contact details.

PLEASE NOTE: The University will not be held liable for damage to personal belongings that occurs due to the Student either delaying or failing to report disrepair, damage, maintenance, defect or infestation. The Student will use the described method of reporting Maintenance issues; by doing so they give permission for an appropriate member/s of authorised staff to enter the Accommodation (on at least 48 hours' notice except in an emergency where no notice will be required) to attend to the issue (clause 2.58 also refers), the Student will also be directly corresponded with about the timescale assigned to the issue

and when it is considered to be complete.

Damage

2.11 If the University determines that the Accommodation is not left at the end of the Licence Period (or sooner determination) in the position that it would have been had the Student carried out all obligations in this Licence Agreement then the University may seek contractual damages from the Student. The University may also seek contractual damages during the course of the Licence Period where this is appropriate. For example, the University may ask the Student to make a payment to cover the actual cost of replacing or repairing a fitting or furnishing where this work cannot reasonably wait until the end of the Licence Period (e.g. a broken window), and the Student (or their invited or uninvited visitors) is responsible for the damage having occurred.

2.12 The Student will reimburse the University on demand the reasonable costs incurred by the University in disposal or recycling of any item damaged or broken by the Student.

PLEASE NOTE: Any loss or damage may be invoiced to the Student. The non-payment of charges procedure will apply as set out in Schedule 1 (please also see clause 8.1) in the case of non-payments.

Illegal Activity

2.13 The Student will not conduct any activity considered to be illegal within or surrounding any areas of the Accommodation, and will be subject to appropriate sanctions in Law, under these Regulations (see Schedule 3) and the Disciplinary Procedures for Students should they be found to do so.

PLEASE NOTE: The University will liaise with the police as appropriate under this clause.

Drugs

2.14 The Student will not bring in or use or cause to be associated with or allow to be brought into the Accommodation any illegal drugs or other substances. The Student will be subject to the Misuse of Drugs Act 1971, Drugs Act 2005, these Regulations (see Schedule 3). the Disciplinary Procedures for Students and any other relevant or subsequent legislation under this clause.

PLEASE NOTE: Please be advised that the University will liaise with the police as appropriate under this clause.

2.14.1 The Student will not bring in, allow to be brought in, use or cause to be associated with illegal drugs or other substances within University Accommodation, any University building and on University grounds. The Student will be subject to the Misuse of Drugs Act 1971, Drugs Act 2005, Student Disciplinary Regulations and any other relevant or subsequent legislation under this clause.

The Student may also be subject to the relevant and appropriate Acts in law (Drugs Act 2005 for example) and the Student Conduct & Disciplinary Policy.

[Student Conduct & Disciplinary Policy](#)

2.14.2 The Student will not bring in, allow to be brought in, use or cause to be associated with equipment or paraphernalia deemed to be associated with or that could be used for the manufacture, import or export or use of illegal drugs or other illegal substances including cannabis within the Accommodation, any University Accommodation, any University building and on University grounds.

2.14.3 The Student will not bring in, allow to be brought in, use or cause to be associated with any prescription substances without a valid prescription, or any equipment or paraphernalia that could be used for the manufacture, import or export or use of prescription substances within the Accommodation, any University Accommodation, any University building and on University grounds.

- 2.14.4 Psychoactive substances (including any substances known as legal highs) or paraphernalia are not permitted within the Accommodation Building, and if found to be considered illegal at the time of discovery will be dealt with as per clause 2.14.
- 2.14.5 The Student will not bring in, allow to be brought in, use or cause to be associated with any equipment or paraphernalia that could be used for the manufacture, import or export of psychoactive substances (including any substances referred known as legal highs), or be found in possession with the intent to supply, import or export a psychoactive substance within University Accommodation, any University building and on University grounds. The Student will be subject to the Psychoactive Substances Act 2016 (and any other applicable legislation) under this clause.

Firearms, Weapons etc.

- 2.15 The Student will not bring in or use or cause to be associated with or allow to be brought into the Accommodation any firearms (including air guns) shotguns, replicas, live or used ammunition of any kind, offensive weapons or any other dangerous items including knives, swords and axes. This includes all items of weaponry which may be used in re-enactment such as airsoft guns of any type or improvised or manufactured paintballing guns.

PLEASE NOTE: This regulation applies to every Student even if the Student is a member of a Student Union society and organising or participating in activities involving any of the items stated above. In the case of membership of a Student Union society, the Student should contact the Student Union to discuss alternative safe storage.

Flammable Items (candles etc.)

- 2.16 The Student will not light within the Accommodation or Accommodation Building any candles, joss sticks, oil burners, fireworks or other known flammable items.

PLEASE NOTE: This includes candles on cakes or in pumpkins and any other lantern arrangement.

Pressurised gas canisters/Fuel containers

- 2.17 The Student will not bring in, allow to be brought in, use or cause to be associated with any fireworks, fuel containers and pressurised gas storage containers for example; nitrous oxide gas canisters within the Accommodation, any University Accommodation, any University building and on University grounds.

PLEASE NOTE: Deodorant canisters are acceptable however if misused will be considered a breach of this Agreement.

PLEASE NOTE: If any member of Authorised Staff has reasonable grounds to suspect that the Student may be in breach of clauses 2.14 to 2.18, the Site Stewards have the authority to undertake searches within the Accommodation. Students would normally be present or be contacted to give consent for the search to be undertaken. Where the Student prefers not to give consent the police may be called to undertake the search. Please be aware that the University will liaise with the police as appropriate under this clause.

The University reserves the right to remove any of the items referred generally or described specifically in clauses 2.14 to 2.18 found in the Accommodation and/or the Accommodation Building. These items may be stored by University staff until the end of the Licence Period or in the case of illegal items including drugs, handed over to the police.

Animals/Pets

PLEASE NOTE: If the Student has a proven need to have an Assistance or Emotional Support Animal living with them in their Accommodation, this would be managed under the [Assistance and Emotional Support Animal Policy](#).

- 2.18 The Student will not keep, nor give access to, animals of any kind in the Accommodation or elsewhere in the building in which the Accommodation is situated, or in any 'garden' area.

If found, any animal will normally be removed by Authorised Staff to an area designated by Student Housing Services. The Student will be required to make arrangements to rehome the animal within a reasonable amount of time, as specified by Student Housing Services. The amount of time given will depend on various factors including but not limited to the type of animal, its health and any potential risk it may pose to other residents of the Accommodation, the Accommodation itself or University staff. If the Student does not make the appropriate arrangements within the timescales given, the University may make arrangements to rehome the animal.

If any unauthorised animal is kept in the Accommodation:

- 2.18.1 the Student will be responsible for any damage or infestation caused to the Accommodation by the animal;
- 2.18.2 the Student must not allow any animals, including visiting animals, to foul in shared areas;
- 2.18.3 the Student must give back the Accommodation free from fleas or any other pest at the end of the Licence Period. The Student will be liable to compensate the University for any losses suffered due to the presence of fleas in the Accommodation.

Smoke Free Environment

- 2.19 The Student will not smoke any substance or e-cigarette (vapes etc.) in any part of the Accommodation, Accommodation Building, or on balconies or immediately adjacent to the Accommodation.

- 2.19.1 E-cigarettes (vapes etc.) pose a serious fire hazard and are subject to the following restrictions if brought into the Accommodation:

- Only use the charger that was supplied with the vape for charging. Don't charge your vape overnight and regularly check your device when it is charging. Unplug your vape when it is fully charged.
- Charge your vape on a clean, flat surface and away from anything that can easily catch fire. Ensure you can clearly see your vape when it is charging.
- Ensure that you read and follow the safety instructions, markings or warnings on or supplied with the vape. Contact the manufacturer if you have any further questions or if your vape wasn't supplied with instructions.
- Consider using vape devices with safety features and don't remove or disable safety features.
- Only use genuine and recommended batteries for your vaping device. Don't let your battery come in to contact with metal items. Store removable and spare batteries in a plastic case to prevent accidental contact. Keep batteries out of the reach of children.
- Regularly inspect your vape batteries and replace your battery immediately if it is damaged, leaking or not functioning properly. Dispose of batteries at recycling or disposal points.
- Protect your vape from extreme temperatures by not leaving it in direct sunlight or in your car on a freezing cold night.

Further information about using e-cigarettes safely can be found online here:

[Take charge of battery safety when using e-cigarettes.](#)

2.19.2 Students and their visitors are permitted to smoke outside of residential buildings subject to the following:

- Smokers must ensure that smoke is not blown or drawn into any University building and does not inconvenience other people.
- Smoking on balconies forming part of the Accommodation is prohibited.
- The University reserves the right to restrict smoking to specific areas adjacent to the residences as necessary.

Further information about how to dispose of cigarettes safely can be found online here:

[How to Dispose of Cigarettes \(the right way\)](#)

PLEASE NOTE: University staff work in the Accommodation and have a right to work in a smoke-free environment. Anyone found smoking in the Accommodation could be liable to possible fixed penalty fines or criminal prosecution in accordance with the Smoke-free (Premises and Enforcement) Regulations 2006 and/or the Health Act 2006. The University Smoke Free Policy can be found on the University Intranet.

Safety & Security

In the interests of maintaining the safety and security of the Student, other residents of the Accommodation, University staff, the Accommodation itself or its neighbours, the Student will:

Security

2.20 Ensure that entrance doors to the Accommodation and the Accommodation Building are kept properly secured. This is especially critical in ground-floor communal areas and bedrooms, where there is a higher risk of access by non-residents or animals. If entrances to the Accommodation or Accommodation Building are persistently left unsecured, this will be considered as a breach of this clause and administrative action may be taken that could include a warning. The Student shall (unless the Student or University is shown to be solely responsible for leaving entrances unsecured) be jointly responsible for this breach along with the other residents responsible for the entrance concerned.

The Student shall:

- 2.20.1 comply immediately with the requests and directions of University staff where these relate to Security;
- 2.20.2 not admit strangers to the Accommodation or the Accommodation Building without checking the identity and the purpose of such visitors;
- 2.20.3 not grant possession of any access keys and cards to any other person;
- 2.20.4 report to the duty Site Steward any person, behaviour, object or item they are suspicious of;
- 2.20.5 report promptly to the duty Site Steward if any access key or card is lost or stolen.

PLEASE NOTE: All Authorised Staff will always carry with them a University staff identity card, bearing a photograph. All Authorised Visitors and Contractors will always carry with them a University visitor or contractor identity card, bearing a photograph.

Health & Safety

2.21 The Student will comply with the University's Health and Safety Policy, copies of which may be obtained from the University website:

[Health and Safety Policy](#)

The Student will comply with all advice and guidance given by the University for the healthy and safe management of health related concerns including (but not limited to):

In addition, the Student will:

- 2.21.1 promptly comply with all requests and instructions from University staff concerning health or safety matters. References to Health or Safety in these Regulations include all elements and actions involved in the effective and safe management of a health emergency;
- 2.21.2 not obstruct exits, stairways, corridors and other passageways (including bedroom, kitchen, bathroom and flat front doors) and ensure that all electrical equipment cables are kept tidy and safely stored away so not to hinder access /exit for themselves, other residents or staff; and
- 2.21.3 not keep bicycles inside the Accommodation.

PLEASE NOTE: no bicycle, however valuable it is regarded to be, may be kept anywhere within the Accommodation. Limited cycle storage facilities are available at the Student's own risk, for more information visit [Travel and transport](#).

- 2.21.4 not tamper with or purposefully break window restrictors in place on windows within the Accommodation and will promptly report any breakages to these as per clause 2.9.

PLEASE NOTE: The University, in compliance with the Health and Safety at Work Act 1974, operates a Health and Safety Policy, and ensures, as far as is practicable, that its buildings, plant and safety arrangements comply with statutory requirements & requirements of the UUK COP.

Social Distancing

- 2.21.5 Where applicable the Student must adhere to any social distancing guidance as regulated by the UK Government and supported by the University of Winchester.

PLEASE NOTE: Where variations occur across different regions in the UK, the rules and regulations for the region in which the University of Winchester is located will be adopted.

Electrical Appliances

2.22 The Student will not make any alteration or create damage to any University owned electrical equipment, and will:

- 2.22.1 not change any light bulb or lamp shade in the Accommodation. If there is a fault with the lighting system supplied by the University the Student must report this as per clause 2.9;
- 2.22.2 not use any form of radiant fire, convector (i.e., heater/fan) or electric blanket anywhere within the Accommodation, as these may overload the electrical system in the Accommodation or threaten the integrity of any fire certificate which has been granted to the Accommodation Building. If there is a fault with the heating system supplied by the University the Student must report this as per clause 2.9;
- 2.22.3 not bring or use personal fridges or freezers in the Accommodation without prior written approval from Student Housing Services. Approval may be granted – or a suitable medical or compact fridge may be provided by the University – if the Student declares a medical need and provides appropriate supporting evidence;
- 2.22.4 not use any kitchen appliances anywhere other than in the communal kitchen within the Accommodation Building, as this may overload the electrical system in the Accommodation or threaten the integrity of any Fire Certificate which has been granted to the building in which the Accommodation is situated. This includes (but is not limited to); kettles, toasters, rice cookers, coffee machines or air fryers. Such items may be stored

in the Accommodation but not used in a study bedroom (i.e., not be found to be plugged in or operating);

- 2.22.5 reasonably restrict the amount of personal cooking equipment brought into the Accommodation. All personal cooking utensils and appliances brought into the Accommodation should be kept tidily so as not to cause an obstruction to other users of the communal facilities and not to overload the electrical systems of the communal facilities;
- 2.22.6 the Student will not store or charge any electric vehicle, including scooters or bikes in any area of the Accommodation;
- 2.22.7 the Student is permitted to store and charge a mobility scooter or powered wheelchair, provided that:
- i. the item is not stored in any way which may impact the ability of residents to move about the Accommodation Building or to exit swiftly in an emergency;
 - ii. users ensure that they follow the manufacturers' guidance in regard to charging and maintaining the item; and
 - iii. the Student has informed the University via Student Housing or Disability & Inclusion, that they require a mobility scooter or powered wheelchair.

PLEASE NOTE: The University reserves the right to remove any items found in the Accommodation and/or the Accommodation Building it reasonably deems to be in breach of this Agreement and any such breaches will be dealt with per clauses; 6, 7 and 8 of this Agreement.

Appliance Safety/PAT Testing

- 2.23 Ensure that any electrical equipment they bring into the Accommodation at any time during the Licence Period is safe to use.

In addition, the Student will comply with the '[Portable Appliance Testing Policy](#)'.

The University, in accordance with the Electricity at Work Regulations 1990 and the Electrical Equipment (Safety) Regulations 1994 must ensure all electrical equipment used on its premises (including residential buildings owned or managed by the University) is PAT tested for safety. Therefore, the University will PAT test all equipment brought into the Accommodation by Students. Should a restricted electrical item, such as those referred to in clauses 2.22, be PAT tested and pass, the University still reserves the right to remove it as per clause 6.3.

Portable equipment is defined as an appliance of less than 18kg in mass that is intended to be moved whilst in operation or an appliance which can easily be moved from one place to another. This includes but is not limited to computers, laptops, tablets, phone chargers, printers, TVs, hair dryers/straighteners, Hi-Fi equipment (including decks), kettles, toasters, vacuum cleaners, table lamps, microwaves etc.

For items bought into the Accommodation after the testing period, it will be the Student's responsibility to request for the items to be tested.

Removal of Dangerous Items

- 2.24 The University reserves the right to remove any item of electrical equipment that has either failed a PAT or is deemed to be a health and safety risk by University staff or contractors employed to work within University Accommodation. Any such items will be stored by the University staff until either the end of the Licence Period or after early surrender of the Accommodation. It remains the responsibility of the Student to arrange collection of items from the University.

PLEASE NOTE: If, during authorised access to bedroom or communal areas by authorised staff, including external contractors, any electrical item is seen not to be PAT tested the item will be removed for testing and returned within 48 hours if fit for purpose. Students will either be made aware of this in person or via a note left by the staff member removing the item. It will be the Student's responsibility to claim any items held in storage at the end of the Licence Period. The University is entitled to remove and dispose of any goods left by the Student and recover costs of storage disposal and sale from the proceeds any balance being paid to the Student and the Student appoints the University as the agent of the Student for these purposes.

Fire Safety Rules

2.25 Adhere strictly to the fire safety rules for the Accommodation Building, copies of which are posted in each flat/house/hall, information on which is within these Regulations, the Accommodation induction and any further correspondence on this matter.

In addition to this the Student will:

- 2.25.1 ensure that all corridors, walkways, stairwells and any other access point in and out of bedrooms, flats and buildings are free from obstruction to allow a clear exit path in the event of a fire or any other emergency;
- 2.25.2 comply immediately with the requests and directions of University staff where these relate to Fire Safety;
- 2.25.3 respond positively to all fire alarms by vacating the Accommodation promptly on all occasions including termly fire drills.

PLEASE NOTE: If you require assistance to evacuate a building or reach a place of safety in the event of an emergency, due to impaired mobility, you may require a Personal Emergency and Evacuation Plan (PEEP), please review the information found online here and complete the online form: [Personal Emergency and Evacuation Plan information](#)

Fire Safety Equipment

2.26 Not interfere in any way with any firefighting equipment such as fire extinguishers, alarms, fire doors (including not propping open fire doors such as bedroom and kitchen doors), fire door self-closing devices or any other safety equipment and information notices e.g. fire exit direction signs installed in the Accommodation.

- 2.26.1 Ensure that fire doors (including bedroom and kitchen doors) are kept closed at all times whilst always ensuring that fire doors and self-closing devices are not tampered with in any way. Any faults or damage to such doors or devices must be reported immediately – please refer to clauses 2.9 to 2.12.
- 2.26.2 Ensure that nothing is affixed to fire doors, including kitchen and study bedroom doors, such as posters, stickers, door hangers (including those which are hung over the top of the door) and coat hangers, which may significantly reduce the ability of the fire door to protect you in the event of a fire emergency.

PLEASE NOTE: Fire door inspections form part of routine health and safety checks undertaken by authorised staff. A minimum of 48 hours' notice for these checks will be provided (except in the case of emergency, where no notice needs to be given).

Any defect detected with the door during an inspection will be reported to Maintenance for them to rectify.

If the Student identifies a defect with a fire door, outside of the inspection programme, the Student must report the defect to Maintenance promptly.

- 2.26.3 Ensure that no rug, door stop, shoes, post or similar item is able to obstruct the safe closure

of any fire door, including kitchen and study bedroom doors, or the safe and easy evacuation from any room in the event of a fire emergency.

PLEASE NOTE: it is a **CRIMINAL OFFENCE**, which can lead to prosecution, to misuse the fire alarm system or the fire-fighting equipment. This includes but is not limited to covering smoke/heat detectors. It is also regarded as a serious breach of these Regulations and could result in termination of the Licence Agreement and will be dealt with in accordance with the University's Student Disciplinary Procedures. If the University determines that the fire alarm/fire fighting equipment within the Accommodation or the Accommodation Building is located is not left at the end of the Licence Period (or sooner determination) in the position that it would have been had the Student carried out all obligations in this Licence Agreement then the University may seek contractual damages from the Student. The University may also seek contractual damages during the course of the Licence Period where this is appropriate.

Respect for Others & the Living Environment

In the interests of maintaining a positive, safe and secure living environment in addition to the wellbeing of other residents of the Accommodation Building, staff, visitors and neighbours, the Student will:

Noise

2.27 Refrain from excessive noise at any time and in particular between the hours of 2300 and 0800.

Quieter Living Environment

2.28 Students living within the "Quieter Living Environments" are expected to be respectful and mindful of others within the Accommodation Building. This is in reference to socialising within the Accommodation Building, playing loud music, making loud sounds and alcohol consumption. Students living within this Accommodation Building are still encouraged to access the vast array of opportunities available on and off campus, but must be careful not to impact others within the Accommodation Building.

Ball Games & other Outdoor Activities

2.29 Refrain from playing ball games and other noisy outdoor activities inside the Accommodation and/or Accommodation Building. Such ball games and activities must always be carried out in areas designated for such use by the University in accordance with the latest campus advice.

PLEASE NOTE: There are outside areas that can be used for this purpose and the Student should always be mindful of their proximity to buildings, be it other Accommodation, offices or teaching buildings, and ensure they do not cause a disturbance to those using these buildings or damage to the buildings. If the Student causes damage to any Accommodation Building clauses 2.11 and 2.12 will apply.

2.29.1 Not use drones or any similar mobile image or video capturing device without the prior consent of the Student Housing Services Manager or Security Manager.

Parties & Sound Reproduction Systems

2.30 Not hold, permit, or participate in any party in the Accommodation, or in the Accommodation Building, or the grounds at any time.

2.30.1 Not bring into the Accommodation Building nor use high-capacity sound reproduction systems, which may be removed from the Accommodation Building by authorised staff in conjunction with clause 6.3 below.

2.30.2 Small individual barbeques or outdoor informal gatherings might be permitted, subject to prevailing health and safety requirements. Permission must be sought from the Site Steward Team on duty who must be informed of the Accommodation and timings involved. The Site

Stewards will take details of the Student's name and ID number from the Student's ID card. The Student will be held responsible for the gathering and its conduct. Disposable barbeques must not be put on University furniture at any time.

PLEASE NOTE: Barbeques or gatherings will only be permitted on specific areas of the campus. Barbecues must not be used on grass or close to any building.

Anti-Social Behaviour

2.31 Refrain from any behaviour which may endanger the safety of or be construed or perceived as harassment, bullying, nuisance, annoyance, anti-social behaviour or discriminatory behaviour towards any other residents of the Accommodation Building, University staff, contractors, neighbouring properties or services. This includes, but is not limited to, reference to any other person's gender, race, colour, nationality, religion, disability or sexuality. Methods of exhibiting such behaviours, which may include but are not limited to, verbal, physical (either to person or belongings), graphical, written or online activity, may be considered a breach of this clause.

PLEASE NOTE: Anti-Social Behaviour relating to the healthy and safe management of infectious diseases places the residential community and the wider University community at significant risk and will always be considered as a breach of these Regulations.

2.31.1 Adhere to any Social Distancing Guidelines as may be regulated by the UK Government and supported by the University of Winchester.

PLEASE NOTE: Where variations occur across different regions of the UK, the rules and regulations for the region in which the University of Winchester is located will be adopted.

2.31.2 Not display or make available any posters or other pictorial representations (including videos, symbols or iconography) which constitute unlawful material. Any posters or other pictorial representations displayed by the Student must be confined to the interior of the Student's own individual bedroom and must not be displayed in any shared or communal areas of the Accommodation or the Accommodation Building, including (without limitation) kitchens, corridors, stairwells, common rooms or external areas. Subject to compliance with this clause, the University recognises the Student's right to personal expression within their individual bedroom. Any determination as to whether material is unlawful or whether it has been displayed other than in accordance with this clause shall be made by a member of Housing Services staff, whose decision shall be final.

2.31.3 Not remove property from neighbours or third parties that does not belong to the Student and bring it into the Accommodation, which could include, but is not limited to removing building site equipment from sites or road sides, wheelchairs from the hospital, or shopping trolleys from supermarkets. This will be considered a breach of this clause in addition to being a nuisance to our neighbours and also theft.

2.31.4 Not urinate or defecate in any area other than a lavatory. This includes but is not limited to urinating/defecating in public spaces, on University property or in equipment provided in the Accommodation or Accommodation Building either belonging to other residents of the Accommodation Building or owned/utilised by authorised staff.

PLEASE NOTE: In addition to any action taken by the police and under the University's Student Disciplinary Regulations, action may be taken under the terms of this clause.

Visitors/ Overnight Visitors

2.32 Be held responsible at all times for the conduct of any visitors they bring onto campus or into the Accommodation.

2.32.1 The University reserves the right to prohibit visitors or guests to any part of its premises

(including the Accommodation or Accommodation Building) at any time. See clause 2.32.7 below.

- 2.32.2 The Student will not leave any visitor or guest alone in the Accommodation or give them keys or campus card access to the Accommodation. If a visitor or guest is found to be alone they may be asked to vacate the Accommodation and any keys or campus card confiscated by University staff.
- 2.32.3 The Student may occasionally accommodate an overnight guest (which includes other University students resident in University Accommodation) in the Accommodation at weekends only (Friday, Saturday and Sunday nights). The visitor will be 'signed in' by the Student with the Site Stewards which can be done via phone or email.
- 2.32.4 Visitors to the Accommodation during the week (Monday – Thursday) will be considered an overnight guest if they are found in the Accommodation past 11pm, and as such the Student may be held in breach of clause 2.32.3.
- 2.32.5 Overnight visitors under the age of 16 are not permitted at any time.
- 2.32.6 The Student may not accommodate an overnight visitor aged 16 or 17 without first obtaining written permission from the Housing Manager (On Campus), Student Housing Services Manager, Head of Housing & Security. If permitted, the visitor will be signed in by the Student with the Site Steward Team for weekend visits only (Friday, Saturday and Sunday nights). The Student will not allow any visitor under the age of 18 to visit any licenced premise.

If permitted, the Student must provide contact details for a parent/guardian/appropriate adult who can be contacted in case of emergency or urgent issue.

PLEASE NOTE: Visitors and guests may be restricted as outlined within this clause in order to maintain a positive living environment for fee paying Students, so they are comfortable and confident in their safety and security within their Accommodation, and are able to use the facilities without persistent restriction by those who do not live in the Accommodation.

- 2.32.7 The University reserves the right to prohibit visitors to any area of Accommodation at any time.

PLEASE NOTE: In the event of a local, national or global emergency, where the UK Government has put measures in place to restrict movement, the University may restrict visitors moving between all University residences and may prohibit visitors attending from outside of the Accommodation.

Visitors in Single Sex Accommodation

- 2.33 To preserve the comfort of all Students residing within accommodation which has been designated 'single sex', based on biological sex, and in addition to clause 2.32;
 - 2.33.1 The Student will not be permitted to have visitors or guests of the opposite sex in the accommodation between 10pm-10am on any day.
 - 2.33.2 The Student may find a suitable replacement Student for the Accommodation in accordance with clause 2.5.2, however the replacement must be of the same sex as the current Residents.

PLEASE NOTE: As per clause 2.58, Authorised Staff (of all genders) will access the Accommodation in order to undertake their job role.

Condition of the Accommodation and Loss/Damage

- 2.34 Not cause damage to or loss of any University property in the Accommodation or the Accommodation Building. The Student will be responsible for any loss of or damage to any University property in the Accommodation or the Accommodation Building for the duration of the Licence Agreement (whether caused wilfully or through negligence). The Student shall (unless the

Student or University is shown to be solely responsible for any loss or damage) be jointly responsible for loss of or damage to University property in areas of the Accommodation Building used in common with other residents for the duration of the Licence Agreement.

If the University determines that the Accommodation or the Accommodation Building is not left at the end of the Licence Period (or sooner determination) in the position that it would have been had the Student carried out all obligations in this Licence Agreement then the University may seek contractual damages from the Student. The University may also seek contractual damages during the course of the Licence Period where this is appropriate. For example, the University may ask the Student to make a payment to cover the cost of repairing a fitting or furnishing where this work cannot reasonably wait until the end of the Licence Period (e.g. a broken window), and the Student is responsible for the damage having occurred. The non-payment of charges procedure will apply as set out in Schedule 1 (please also see clause 8.1) in the case of non- payment.

Communal Cleanliness

2.35 Keep the Accommodation and the Accommodation Building, and all furniture, furnishings, fixtures, fittings, decorations and shared facilities clean, tidy and in good condition. In particular, the Student will:

- 2.35.1 ensure that kitchens and other communal spaces are kept clean and tidy and work with other residents to achieve this;
- 2.35.2 ensure that kitchen equipment, including cooking utensils, crockery and cutlery, is washed and stored immediately after use. Spillages in fridges and on cookers must be cleaned immediately. Fridges and freezers must be defrosted regularly;
- 2.35.3 ensure that ovens and hobs are cleaned regularly;
- 2.35.4 make efforts to recycle as much waste as is reasonably practicable – see clause 2.35.5 below;
- 2.35.5 be responsible for the removal of personal, kitchen and food waste rubbish to exterior bins daily for the duration of the Licence Period. Rubbish must be removed to the external bins situated in compounds around the West Downs Student Village, Queens Road Student Village and Burma Road Student Village or outside main entrances in any other halls at the University;
- 2.35.6 be responsible for the removal of personal and kitchen recyclable items for the duration of the Licence Period in line with guidance provided regarding what can and cannot be recycled. Recycling must be removed to the external bins situated in compounds around the West Downs Student Village, Queens Road Student Village and Burma Road Student Village or outside main entrances in any other halls at the University;

PLEASE NOTE: Warnings may be applied for persistent contamination of recycling and food waste bins (see Schedule 2) and failure to remove full bins to the external bin storage areas.

- 2.35.7 ensure compliance with all reasonable cleanliness requirements, as communicated from time to time via email, posters, notices within the Accommodation and the Accommodation Building, or directly by staff, to support the healthy and safe management of all residential spaces.

PLEASE NOTE: Where cleaning is provided, domestic staff aim to assist with the cleaning of shared toilets and showers, kitchens and communal spaces, corridors, lifts and stairs twice a week. These areas may not all be cleaned on the same days. Team leaders may also issue warnings for poor cleanliness and report these to Student Housing Services, who may issue written warnings to all residents in the case of

shared facilities (please see Schedule 2).

Accommodation Inspections and Cleanliness

- 2.36 The Student will keep the Accommodation, and all furniture, furnishings, fixtures, fittings and decorations clean, tidy and in good condition. In particular, the Student will:
- 2.36.1 ensure that floors are clear, clean and hoovered;
 - 2.36.2 reduce the risk of damp, condensation and mould by regularly ventilating the bedroom and limiting the number of clothing items left to dry within the room;
 - 2.36.3 dust and clean surfaces regularly;
 - 2.36.4 report any issue or concern promptly as directed in clause 2.9 to avoid problems worsening and causing damage;
 - 2.36.5 use appropriate bedding on mattresses to include a mattress protector and sheet.
- 2.37 The Accommodation will be inspected throughout the year on dates indicated on the housing wall planners in all kitchens. Students whose Accommodation fails to meet the required standard at these times will be issued a written warning. If the University determines that the Accommodation is not left at the end of the Licence Period (or sooner determination) in the position that it would have been had the Student carried out all obligations in this Licence Agreement then the University may seek contractual damages from the Student. The University may also seek contractual damages during the course of the Licence Period where this is appropriate. For example, the University may ask the Student to make a payment to cover the cost of repairing a fitting or furnishing where this work cannot reasonably wait until the end of the Licence Period (e.g. a broken window), and the Student is responsible for the damage having occurred.

PLEASE NOTE: Maintenance issues or other breaches of the Licence Agreement will be reported if found during these Accommodation inspections, for example any breaches of fire safety or Health and Safety following which Housing will take the appropriate action. Maintenance will attend to resolve any maintenance reports made by staff from these inspections and will give not less than 48 hours' notice except in the case of emergency where no notice will need to be given.

Cleanliness Breaches

- 2.38 If at any time the Accommodation or the Accommodation Building is found, in the reasonable opinion of the University, to be in such an unclean condition as to cause a breach of the Licence Agreement, the University may provide a warning to the Student(s) and/or having given Notice to the Student(s), employ cleaners to remedy the breach.

Any amounts in respect of any damage to the Accommodation or loss to the University that are payable by the Student under the terms of this Licence Agreement (including in respect of time spent repairing cleaning or otherwise rectifying the position following the Student's breach of its obligations) will be charged, based on the actual loss to the University (examples of which are estimated and set out in Schedule 2).

Alterations

- 2.39 Not make any alteration or addition to the Accommodation or any other parts of the Accommodation Building, nor the grounds, nor cause any damage therein.

Changing decor

- 2.40 Not affix, without the prior written consent of the University, any aerial, cupboard, bookcase, shelf, picture or other fixture to the walls or woodwork of the Accommodation, and not carry out any redecoration of the Accommodation.

PLEASE NOTE: If any items within the room are damaged or not usable, the Student must report the problem via Servicedesk as prescribed in clause 2.9 to allow the University opportunity to repair or replace the item.

Notices

- 2.41 Not display or permit to be displayed on or in the Accommodation any advertisement, notice or nameplate without first seeking permission from the Housing Manager (on campus).

PLEASE NOTE: Permission will not be granted to display any permanent advertisement, notice, nameplate or anything which explicitly depict matters of a sexual nature, violence, incitement of violence, or any content that may cause offence to other residents of the Accommodation or legitimate visitors to the Accommodation and its shared facilities.

Blu/white tack/tape

- 2.42 Will not affix drawing pins, staples, sticky tape, Blu-Tack, White-Tack, adhesive hook or other similar substances or adhesives to the walls, ceilings, windows or doors of the Accommodation, but shall use only the noticeboards provided.

PLEASE NOTE: Any amounts in respect of any damage to the Accommodation or actual loss to the University that are payable by the Student under the terms of this Licence Agreement (including in respect of repairing cleaning or otherwise rectifying the position following the Student's breach of its obligations) will be charged, based on the actual loss to the University (examples of which are estimated and set out in Schedule 2).

Responsible use of utilities

- 2.43 The Student will be jointly responsible along with other Students in the Accommodation Building to ensure reasonable use of the utilities supplied to the Accommodation Building.
- 2.44 The Student is responsible for ensuring that all electrical equipment (including fixed lighting) is switched off when not in use.
- 2.45 The Student is responsible for ensuring that all plumbing equipment is switched off when not in use; this includes but is not limited to taps and showers.
- 2.46 The Student will not use any refrigerators, freezers, washing machines, dishwashers, microwaves, or cookers other than those provided by the University.

PLEASE NOTE: Students who require a fridge for storage of medical supplies will be provided with one by the University if they have declared this via the Additional Requirement Questionnaire. Any requests during the Academic Year will need to be made to housing@winchester.ac.uk.

Overflow

- 2.47 Not allow baths, basins, sinks or showers to overflow.

Blockage

- 2.48 Keep all waste pipes and drains free from blockages including not putting anything into them that is harmful or is likely to cause a blockage. This includes keeping shower drains clean of material build-up such as hair.

PLEASE NOTE: Any problem associated with this clause must be reported as prescribed in clause 2.9 to prevent further issues which may impact on other Students and/or University Accommodation, such as leaks from overflowing drainage.

Telephones

- 2.49 The telephone system in the Accommodation is for the convenience, safety and security of Students, and is for internal, incoming and (except for payphones) non-chargeable outgoing calls only. Any use or misuse of the telephone system which results in the University incurring costs or charges shall render the Student liable to reimburse the University for the actual costs incurred as a result, which may be recovered as contractual damages in accordance with this Agreement.

PLEASE NOTE: The Student shall not enter into any agreement with another provider during the period of

the Licence Agreement and should explain to any unsolicited door step callers that the University is responsible for the telephone system and all arrangements relating to it and any further contact should be made with Student Housing Services in the first instance.

Removal of University Property

- 2.50 Not remove from the Accommodation any furnishings, fixtures or other property belonging to the University.

Bringing items into the Accommodation

- 2.51 Not bring any furniture or furnishings (including curtains and lampshades) into the Accommodation. Any rearrangement of the furniture or furnishings must comply with safety standards. At the end of each term, the Student must return the furniture and furnishings in the Accommodation to the same position they were in at the commencement of the Agreement.

Use of the Accommodation

The Agreement permits the Student and any Resident (if applicable) and none other to reside in the Accommodation for the Licence Period.

Subletting

- 2.52 The Student is not permitted to sub-let the Accommodation at any time.

Cohabitation

- 2.53 The Student is not permitted to allow anyone to cohabit with them in single occupancy Accommodation at any time.

Students in one or two bedroom self-contained flats may have cohabitees with the permission of the University. Any cohabitees must be licensees and not subtenants. The Student must declare any cohabitees on the 'Declaration of Cohabitees in University Flats' form within 7 days of them moving in. Cohabitees will be required to show proof of identification to Student Housing Services and to declare that they do not have any criminal convictions. If a non-Student partner moves in this may make the Accommodation liable for Council tax, please refer to clause 2.7.2 for liability expectation if this occurs. If the Student does not declare the partner within 7 days, the University reserves the right to ask the partner to vacate the Accommodation within an appropriate notice period. If the Student has a child/children they will be asked to provide their names and ages and emergency contact arrangements.

Business Use

- 2.54 The Student must not carry out any profession, trade or business from the Accommodation, the Accommodation Building or shared facilities.

Changing Accommodation

- 2.55 In exceptional circumstances, and at the discretion and only ever with the agreement of the Housing Manager On Campus or the Student Housing Services Manager, the Student may, at the Student's request, change Accommodation to other Accommodation provided by the University during the Licence Period. The Student may be required to sign a further agreement with the University and pay a charge of £50 in respect of the administrative costs incurred by the University.

To allow students to acclimatise and settle into their Accommodation, we do not usually offer any transfers, aside from emergencies, for the first 4 weeks from [21] September [2026].

PLEASE NOTE: Any change of Accommodation without the appropriate permission will be considered a breach of this clause, as well as the clauses that govern Health and Safety within the Accommodation, such

as 2.21, 2.22, 2.26, 2.31.1, 2.31.2 and 2.35.5.

Post

- 2.56 The Student will not send/direct any post/mail to the Accommodation until after they have checked in. Any post/mail that arrives before the Licence Period may be returned to sender where possible.
- 2.57 The Student will not allow the Accommodation address to be used by anyone other than the Student granted permission to reside. Any such post/mail received by the University may be returned to sender where possible.

Other Responsibilities

Access to the Accommodation by Authorised Staff

- 2.58 Authorised staff will access the Accommodation in accordance with the following routine activities and guidance.
- 2.58.1 Undertaking cleaning and inspections of the Accommodation (usually by Cleaners and their Team Leaders and Housing Staff).
 - 2.58.2 Undertaking routine visits as per their job role (Housing Staff, Resident Assistants, Wardens, Security), which may include the investigation of potential breaches of these Regulations.
 - 2.58.3 Undertaking routine and emergency inspections and repairs (Maintenance and/or their approved nominated contractors).

PLEASE NOTE: The Student must be aware that by having reported a maintenance issue, they have given permission for an appropriate member of Authorised Staff, or an approved contractor, to attend and enter the Accommodation to investigate and or rectify the fault, without the Student being present at the time/s of attendance. During the reporting process, the Student will be able to advise of any specific and reasonable access requirements. This may include but is not limited to, additional time to answer the door due to a disability, or requesting an afternoon appointment for those undertaking evening or overnight, course-related placements.

The Student must also be aware that if a maintenance report is placed with the Student's knowledge and on their behalf by an appropriate member of staff, the Student has given permission for a relevant member of Authorised Staff, or an approved contractor, to attend and enter the Accommodation to investigate and or rectify the fault, without the Student or any Resident being present at the time/s of attendance.

- 2.58.4 Undertaking checks on the welfare of students (Housing Staff, Resident Assistants, Wardens, Security, Student Support and Success).
- 2.58.5 Undertaking visits to Accommodation in line with the University's student recruitment activity (Recruitment and Marketing staff).
- 2.58.6 48 hours' notice will be given (except in the case of emergency where no notice is needed) where the visit is required to the Student's study bedroom, where the requirement is outside the provisions of clauses 2.58.1, 2.58.2, 2.58.3, 2.58.4.

PLEASE NOTE: The Student should ensure the Accommodation is safe for access at all times in accordance with clause 2.21. Authorised Staff and approved contractors will always carry with them staff or visitor ID cards bearing a photograph and will call out to Students and any Residents on their arrival. The Accommodation will always be left secure after access by any Authorised Staff, including the locking of a study bedroom, even if it was found to be unlocked on attendance. In this instance if the Student became locked out the Site Stewards should be called for access.

Access notification timescales

2.59 If access is required to any part of the Accommodation either to undertake an emergency repair or for planned maintenance, such as annual boiler checks or fire door checks, a request is made to Student Housing first to ensure that adequate notice can be provided:

- 2.59.1 We aim to provide a minimum of 7 days' notice for planned maintenance;
- 2.59.2 We aim to provide a minimum of 48 hours' notice for urgent works.
- 2.59.3 Where access is required to a bedroom or shared communal space for a reason other than maintenance, we aim to provide a minimum of 48 hours' notice.
- 2.59.4 The period of notice may be less than 24 hours or the provision of notice may be waived in case of an emergency (i.e.) a sudden, urgent and unexpected incident or event requiring immediate action to protect against risk or threat to life, habitation, the environment, property, assets or the provision of services and amenities. This includes any situation in which there is a serious concern for the operational viability or there has been a failure of an emergency system or equipment, such as the fire safety and detection system and/or equipment.

PLEASE NOTE: Students will usually be notified via email, primarily via their winchester.ac.uk account - **it is very important that Students check their emails regularly.** Following the notice being sent, the Student will be able to advise of any specific and reasonable access requirements. This may include, but is not limited to, needing additional time to answer the door due to a disability, or requesting an afternoon appointment for those undertaking evening or overnight, course-related placements.

Access to Accommodation by Emergency Services

2.60 The emergency services (police, fire and ambulance) have a right to enter the Accommodation, without notice, if responding to an emergency call or if invited or authorised to enter the Accommodation by any Authorised Staff, other Students or Residents.

PLEASE NOTE: If the Student requests the attendance of an emergency service, the Student must make the Site Stewards aware of this by calling 01962 827666.

Parking

2.61 The Student will comply with the University Parking Regulations, which can be read online at: [Car Parking | Winchester](#)

PLEASE NOTE: Occasional parking for visitors of Students can be arranged by contacting the Site Steward Team. Charges may apply and users of parking areas are advised to adhere to guidance on information signs. Cars not registered, or parked in non-approved areas will be issued with a civil penalty notice.

Personal Property

2.62 Except in cases of proven negligence, neither the University nor any of its employees will be liable for loss of or damage to the Student's personal property in the Accommodation or on any University premises.

PLEASE NOTE: Students are strongly recommended to obtain adequate insurance for their personal property, including but not limited to bicycles. It is recommended that Students review what is already covered by the contents insurance included within the Licence Fee.

Insurance

2.63 The Student will not do or allow to be done anything which may invalidate or increase the premium of any policy of insurance in respect of the Accommodation or the Accommodation Building.

Checking Out

End of Licence Period

2.64 The Student will comply with the checking out procedure. Departure information is sent to the Student via email and information is also contained on posters within the Accommodation Building. Students must leave the Accommodation in the same state of cleanliness it was found on arrival, removing all rubbish and waste from the Accommodation and the Accommodation Building, returning furniture and fittings to their original positions and locking the Accommodation door and Accommodation Building front door on departure.

Keys (including kitchen cupboard and post box keys for Burma Road) must be returned to Student Housing Services in St Swithuns Lodge. If returning when the office is closed, keys can be placed in a secure key return box inside the front entrance of St Swithuns Lodge.

Early Vacation/ Surrender of Accommodation

2.65 If the Student chooses to check out before the end of the Licence Period, they will at the point of departure surrender their right to re-enter the Accommodation.

If the Student wishes to re-enter communal areas of the Accommodation Building in order to fulfil their joint obligations under these Regulations, they should liaise with Student Housing Services.

PLEASE NOTE: No refund of the Licence Charges will be made if the Student chooses to check out of the Accommodation prior to the end of the Licence Period.

PLEASE NOTE: Failure to surrender keys when requested to do so or on vacation of the Accommodation or due to loss will result in a charge, based on the actual cost to the University, as estimated and set out in Schedule 2 of these Regulations.

Unclaimed Property

2.66 If the Accommodation is incapable of being re-let or used because the Student has left substantial goods in the Accommodation the University is entitled to remove and dispose of any goods left by the Student in the Accommodation and recover costs of storage disposal and sale from the proceeds any balance being paid to the Student and the Student appoints the University as the agent of the Student for these purposes.

PLEASE NOTE: In the event of a local, national or global emergency, where the Government has put measures in place to restrict movement and the Student is unable to return to collect any items, the University will put a process in place which may involve leaving items in the Accommodation, moving the items to a secure storage area or arranging for the items to be sent back to the Student.

3.0 UNIVERSITY RESPONSIBILITIES

The University shall provide the following, save that it will not be liable for any failure to provide these services and facilities if this failure is due to reasons outside its control:

Services & Facilities

3.1 Adequate furniture and fittings, including provision of storage.

3.2 Adequate lighting, hot and cold water and heating without further charge to the Student in addition to the sums included within the Licence Charges.

PLEASE NOTE: Heating is provided with regard to prevailing weather conditions. This may mean, that the heating is turned off at certain times of year. Hot water is provided on a shared/tank usage system in most of the Accommodation and so there may be occasions where this runs out and needs a period of one hour to refill and reheat.

3.3 Access to a toilet, basin, bath or shower facilities with adequate ventilation and slip resistant flooring.

- 3.4 Cleaned Accommodation on move in.
- 3.5 Cleaned kitchens and shared facilities in accordance with current service cycles.
- 3.6 Kitchenette facilities for the preparation of snacks and light meals (King Alfred Quarter) OR Self-catering facilities (West Downs Student Village/Flats/Queen's Road Student Village/Burma Road Student Village).
- 3.7 Fire protection equipment in the Accommodation, for example, fire blankets, fire doors, smoke alarms.
- 3.8 Adequate recycling and refuse disposal facilities
- 3.9 Curtains or a blind.

Maintenance

- 3.10 Employment of staff and other approved contractors for the day-to-day running of the Accommodation.
 - 3.10.1 Normal working hours for the Maintenance Service are 8am to 5pm (Monday – Thursday) and 8am to 4pm (Friday).
 - 3.10.2 Emergency cover is provided outside of these hours to attend to critical failures only. Any such issues must be reported to the Site Stewards, who hold the relevant contact details.
 - 3.10.3 Requests for routine breakdowns arising out of hours will be reviewed on the next working day.

PLEASE NOTE: As a guide the following response times are set for Maintenance reports and highlighted in the email response sent to the Student when a report is actioned:

- Priority SA1 Emergency: Same day for e.g. floods, bare electrical wires, blocked toilet in en-suite Accommodation.
- Priority SA2 Urgent but not an emergency: Attend and investigate within 24 hours and is everything not covered in SA1, including repair of lifts within accommodation, with the exception of.
- Priority SA3 Routine or pre planned: 10 days and anything which requires minimum of 7 days' notice (10 days covers for notice to be given to the Student where required).

PLEASE NOTE: Where the Accommodation becomes temporarily uninhabitable, the Student will be offered an alternative room until the issue is resolved as described in clause 5.0.

Cleaning

- 3.11 Domestic staff aim to access the Accommodation and/or the Accommodation Building to assist with the cleaning of shared facilities (e.g. kitchens, kitchenettes, shared toilets and bathrooms, hallways) twice a week, except on occasions of unavoidable staff absence at short notice, or during University closure periods. In cases of staff absence, every effort will be made to arrange cover.

PLEASE NOTE: Domestic staff (where cleaning is provided) will clean surface areas and not kitchen equipment and utensils. Team Leaders may issue warnings for poor cleanliness within the Accommodation and/or the Accommodation Building and report these to the Housing Services Team, who may issue written warnings (please see clause 2.35 and 2.36 and Schedule 2).

Cleaning of Accommodation for Students with disabilities

- 3.11.1 A bedroom cleaning service may be provided to Students with Disabilities who are unable to clean their room and do not have an employed carer to assist. The Student should contact Student Housing Services to enquire.

Refuse and Recycling

3.12 Refuse and recycling bins are located in all kitchens and kitchenettes.

PLEASE NOTE: The University shall arrange disposal of refuse and recycling from the external bin areas only. The Student is responsible for removing all refuse and recycling to the external bin areas daily.

The University shall

Fit for Purpose

3.13 Ensure that the Accommodation is safe and fit for purpose, including ensuring all reasonable steps have been taken to promote the healthy and safe management of the Accommodation.

PLEASE NOTE: The Student is responsible for reporting anything that could affect this clause by either following the maintenance reporting process outlined in clause 2.9 or contacting Student Housing Services.

Licence Charges

3.14 Advise the Licence Charges for Accommodation at or before the beginning of each academic year.

Information

3.15 Provide information on post, maintenance, security and other arrangements to all Students via a number of methods such as email, poster, letter, Intranet page, Induction and Social Media post.

Smoke Free Environment

3.16 In accordance with the Smoke-free (Premises and Enforcement) Regulations 2006, the University of Winchester will ensure that all premises are smoke free and all employees enjoy the right to work in a smoke free environment. Smoking and the use of e-cigarettes is prohibited in all enclosed and substantially enclosed premises on the campus. This applies to all staff, Students, contractors, customers and visitors.

PLEASE NOTE: See clause 2.19 for Student responsibilities inside and outside of the Accommodation.

Privacy

3.17 Not interfere unreasonably with the Student's privacy.

Information Sharing

3.18 Reserve the right to share information about the Student, in relation to this Agreement, as appropriate with University and some external professionals.

Those people and groups the University might need to share information with may include but are not limited to: authorised staff such as Site Stewards, other University staff, emergency services and external partners such as Sparsholt College (for Sparsholt students only).

The University will only ever disclose information about the Student on a strictly 'need to know' basis. However if at any time the University becomes seriously concerned that an exceptional circumstance prevails in which the Student (or others) are at risk from harm, they may make contact with relevant people/ services in the best interests of the Student/s whether or not the Student/s have given permission.

PLEASE NOTE: Further information can be read within the [Data Protection Policy](#)

4.0 CATERING CONTRACT

4.1 Where the Accommodation allocated to the Student is designated as Catered Accommodation, the Student will pay the Catering Licence Fee to the University, which will entitle the Student to a catering allowance which can be used to purchase food at the University's catering outlets to the value of the Catering Licence Fee. The Catering Licence Fee is payable by the Student in advance

on the same dates as the Licence Fee. Any failure by the Student to pay the Catering Licence Fee, will be dealt with under clause 2.4, clause 8 and Schedule 1.

PLEASE NOTE: Catering allowances are not transferable (i.e., they may only be used by the card holder) and are non-refundable. Any funds left on the card at the end of each week will be cleared to a zero balance and the new week's balance added.

5.0 RELOCATION

Relocation for Management Reasons

The University reserves the right, at its sole discretion, to relocate the Student to alternative University Accommodation at any time. The following are possible reasons why the University may move the Student to other University Accommodation:

- 5.0.1 If there are significant interpersonal conflicts between the Student and other residents of the Accommodation Building.

PLEASE NOTE: Where an investigation is on-going, the Student may be offered the chance to move temporarily.

- 5.0.2 To accommodate the special requirements or exceptional circumstances of individual Students, for example to enable a longer or extended licence as requested by the Student.

- 5.0.3 By reason of the University's requirement that the Student complies with University Student Disciplinary Procedures at all times whilst a Student at the University.

- 5.0.4 If the Student's current Accommodation is temporarily or permanently uninhabitable.

PLEASE NOTE: If this occurs prior to a Student moving in, the procedures set out in Schedule 4 shall apply

- 5.0.5 If a lift within an Accommodation Building is out of service for more than 12 hours and this impacts a Student living above ground level who has permanent or temporary mobility issues.

- 5.0.6 To provide accommodation for the NHS or other service provider/s in the event of a local, national or global emergency.

- 5.0.7 Subject to UK Government Guidelines in response to any local, national or global emergency.

- 5.0.8 For other practical reasons.

PLEASE NOTE: If the University moves the Student other than due to the Student's breach of this Agreement, the Student may request to terminate this Agreement on 28 days' notice. If the request is granted, the Student shall be entitled to a proportionate refund of any Licence Charges.

Temporary Relocation

- 5.1 The University may ask the Student to move rooms for a short period while repair or refurbishment takes place in the Accommodation. Alternative Accommodation will be provided during the move at no extra cost to the Student.

- 5.1.2 If relocation occurs prior to a Student moving in, the procedures set out in Schedule 4 shall apply.

6.0 PROCEDURE FOR BREACHES OF THIS AGREEMENT

The Student understands this Agreement and accepts that failure to comply with this Agreement may result in action being taken under these Regulations and the University's Student Disciplinary Procedure. This could result in both the termination of the Student's licence to occupy the Accommodation and the

Student's exclusion from the University in respect of their student status. In cases of the most grievous breaches the Student Disciplinary Procedure could result in the Student losing their place to study at the University. If any matter becomes the subject of legal proceedings it may result in civil or criminal prosecution.

Procedure for Minor Breaches

- 6.1 Minor breaches of this Agreement will be dealt with by various members of staff on the following basis:
 - 6.1.1 Resident Assistants will refer matters to the Site Stewards, Housing Managers or their nominees.
 - 6.1.2 Site Stewards and Wardens will deal with situations as they arise and will issue verbal warnings and refer matters to the Housing Managers or their nominees in the first instance.
 - 6.1.3 Housing Advisors, Housing Manager (on Campus), Student Housing Services Manager, Head of Housing & Security and the Director of Estates and Facilities Services can issue verbal and written warnings as well as charges for repairs or replacements where damage is caused (see clause 6.5 below and Schedule 3).

Procedure for serious or repeated Minor Breaches

- 6.2 For more serious breaches and repeated minor breaches of this Agreement the Housing Manager (On Campus), Student Housing Services Manager, Head of Housing & Security or the Director of Estates and Facilities Services may issue a Letter of Extra Undertaking to the Student. Any such letter will outline any further conditions enabling the Student's continued right to reside in the Accommodation. The Student will have an opportunity to discuss the terms set out in the letter with its signatory. They must then sign two copies of the letter to indicate they agree to the terms specified and return one copy to Student Housing Services. Any breaches of the Letter of Extra Undertaking will be dealt with using the procedure outlined in clause 8. If the Student is not willing to sign the Letter of Extra Undertaking, the University will review termination of this Agreement with immediate effect and clause 2.6 will apply.

Removal of (non-dangerous) Personal Property

- 6.3 The University reserves the right for Authorised Staff to remove any personal property found in the Accommodation which it reasonably deems to be in breach of these Regulations, such as items described in clauses: 2.15 to 2.18 and 2.22 to 2.26 and 2.30.1. The Student may receive warnings and be given the opportunity to remove the item/s from the Accommodation. Items may be stored by University staff until either the end of the Licence Period or earlier termination, for which charges may apply based on the actual storage costs. It will be the Student's responsibility to reclaim stored items; clause 2.62 will apply if items are unclaimed.

Persistent breaches will be dealt with as per sections 6, 7, 8 of this Agreement.

Right of Appeal

- 6.4 The Student will have the right to appeal any action taken or charges applied under the terms of these Regulations. Any appeal should be made in writing within 10 working days and instructions on who this is made to will be given in the letter sent to the Student detailing the action or charge but will normally be the Housing Manager/s in the first instance. If the Student wishes to appeal beyond the first response of the University, instructions on who this is made to will be given in the letter sent to the Student detailing the action or charge. If the Student remains dissatisfied with the responses they are receiving they can escalate this to a complaint via the University Complaints Handling Policy, details of which can be found under the Public Documents page on the Freedom of Information page at the main University home webpage and clause 1.21 refers.

PLEASE NOTE: Students may seek independent and impartial advice and guidance in appealing any sanction from the [Winchester Student Union Advice Centre](#).

Record of Breaches

- 6.5 The University may record any breaches of this Agreement which may affect any future application to reside in University Accommodation or any reference provided by the University at the Student's request to a prospective new landlord or letting agent.

7.0 TEMPORARY INTERRUPTION OF LICENCE TO OCCUPY

- 7.1 The University reserves the right to temporarily interrupt the Student's licence to occupy the Accommodation with immediate effect for the following reasons:
- 7.11 If the University has reasonable grounds to suspect the Student poses a serious threat to themselves or other residents of the Accommodation Building or the staff involved in its management.
- 7.12 If the University has reasonable grounds to suspect the Student is involved in illegal activity.

PLEASE NOTE: The police may be involved under this clause dependent on the nature of the activity involved.

- 7.13 In accordance with any Support To Study Procedure ([Support to Study Procedures](#)) which may be in place for the Student and/or any serious welfare concern for the Student.
- 7.14 Notice of such a decision will be given in writing by the Student Housing Services Manager, Head of Housing & Security or the Director of Estates and Facilities Services and will include details of the reasons for the interruption.

PLEASE NOTE: The University will make every effort to ensure that the Student has access to alternative accommodation. Where the Student is not able to travel to non-University accommodation, the University may, at their discretion, provide support with travel and/or arrange the provision of short term Accommodation.

8.0 TERMINATION FOR SERIOUS BREACH

The University may terminate the Agreement for the reasons set out below:

Failure to pay Licence Charges

- 8.1 The University reserves the right to terminate the Student's right to reside in the Accommodation with immediate effect if the Student fails to pay the Licence Charges. The procedure for late payment will apply as detailed in clause 2.4 and Schedule 1 before any further action is taken under clause 8.1. Once such procedure is undertaken the Agreement will be terminated immediately. If the Student cannot move out immediately, the University may grant a discretionary 14 or 28 day period to remain in the Accommodation to enable the Student to arrange their departure. This period will be charged at the same nightly rate as the Accommodation.

The Student will be charged for interest lost on their payment and any debt recovery costs.

PLEASE NOTE: If the Licence Agreement is terminated for non-payment of Licence Charges, the Student will remain liable for the outstanding amount.

Serious Breach of these Regulations

- 8.2 If the Student is in serious breach of this Agreement or the University has reasonable grounds to suspect the Student poses a serious threat to other Students or Residents of any University Accommodation or the staff involved in its management, the University will provide details of the breach and the evidence collected to the Student. Where such procedure is undertaken the Agreement will be terminated immediately.

PLEASE NOTE: It may be a requirement under this clause to leave the Accommodation on the same day as an incident occurs, if this is required clause 7 will apply. The police may be involved under this clause dependent on the nature of threat involved.

Repeated Minor Breaches of these Regulations

- 8.3 If the Student has signed a Letter of Extra Undertaking for repeated minor breaches of this Licence Agreement and further breaches have occurred, the University will provide details of the breaches and the evidence collected to the Student. The Licence Agreement may be terminated immediately.

Right of Appeal

- 8.4 The Student will have the right to appeal against a decision to terminate the Licence Agreement made by the University. Any appeal should be made in writing within 10 working days and sent to the Chief Operating Officer, who will receive it on behalf of the Vice Chancellor, whose decision will be final.

PLEASE NOTE: Students may seek independent and impartial advice and guidance in appealing any sanction from the [Winchester Student Union Advice Centre](#).

PLEASE NOTE: No refund of the Licence Charges will be made if the Student leaves the Accommodation as a result of disciplinary action.

9.0 TERMINATION BY THE STUDENT

This Agreement may be terminated by the Student as follows:

- 9.1 By giving 28 days' notice in writing, via the online Student Housing Withdrawal Form at any time, but subject always to the provisions of clause 2.5.
- 9.2 All termination requests will include a £50 administration charge

PLEASE NOTE: No refund will normally be made of the Licence Charges except where a suitable replacement student (who must be enrolled for study on a course at the University) can be found to reside in the Accommodation or where clause 2.5.1 applies.

Requests to be released from the Licence Agreement and so end Licence Charges liability earlier than the end date of the Licence Period, and without finding a replacement as per clause 2.5, will only be considered under extenuating circumstances for which robust evidence will be required.

10.0 OTHER REASONS FOR TERMINATION

Ceasing to be a Full Time Student

- 10.1 This Agreement will terminate immediately upon the Student ceasing to be a Full Time Student at the University, irrespective of any advance payment of the Licence Charges.
- 10.1.1 If the Student ceases to be a student of the University during the Licence Period, notice in writing to that effect must be given by the Student to the Housing Manager (On Campus) in the first instance or the Student Housing Services Manager within three working days of that change of status occurring, via the online Student Housing Withdrawal Form. If the Student cannot move out immediately, the University may grant a discretionary 14 or 28 day period to remain in the Accommodation to enable the Student to arrange their departure.

This period will start on the date the Withdrawal Form is completed online. This period will be charged at the same nightly rate as the Accommodation.

PLEASE NOTE: See clause 2.5 regarding liability for the Licence Charges.

PLEASE NOTE: The Student must vacate the Accommodation no later than the agreed 14 or 28 days. A termination charge of £50 will also apply.

10.1.2 If the Student transfers to Part Time study during the Licence Period, the University may, in its' discretion, terminate the Agreement immediately. The Student is required to notify the Student Housing Services Manager within 3 working days of the change.

PLEASE NOTE: If the Student remains in Accommodation for the duration of the Agreement, they will be subject to the conditions of clause 2.7 relating to Council Tax.

Supply of False Information

10.2 If it is found that the Student has provided false information to the University on their housing application or by other means, the University may terminate the Licence Agreement immediately. The Student will also be subject to the University's disciplinary procedures.

Damage to the Accommodation

10.3 In the event of the Accommodation becoming uninhabitable and the University being unable to find an alternative, this Agreement may be terminated by the University. The University will endeavour to give as much notice as possible to the Student in such an event. The University shall repay a proportionate amount of any Licence Charges which has been paid in advance.

Schedule 1

Outline Procedure for Non-Payment of Licence Charges

This Outline Procedure applies in cases of non-payment of the Licence Charges.

- Payment is due in accordance with the University's payment policy as stated in the Student Residence Regulations (clause 2.2 refers). If there is a query or dispute about the amount of fees charged, students should contact Student Housing Services on receipt of the invoice i.e., not wait until reminder letters are issued.
- Debt chasing procedures may commence in accordance with the Regulations for the Payment of University Fees (Section 8 Debt Management).
- Where the debt-chasing procedures result in the service of a notice to terminate this Licence Agreement, the notice shall constitute notice of termination of the Licence Agreement for failure to pay Licence Charges in accordance with clause 8.1 (Termination for Serious Breach – Failure to Pay Licence Charges). The notice will require the Student to vacate the Accommodation immediately.
- Students who fail to comply with the University's Regulations for the Payment of University Fees will also be subject to the University's Disciplinary Procedures for Students.
- If the Licence Agreement is terminated for non-payment of Licence Charges, the Student will still remain liable for the outstanding amount up to the date of termination
- The Student will be charged for interest lost on their missed payment(s) and any debt recovery costs.

Schedule 2

Example Replacement/Cleaning Charges

LIST OF EXAMPLE CHARGES TO BE MADE FOR REPLACEMENT OF MISSING/DAMAGED ITEMS

Individual Study Bedroom

Metal Frame Bed	£84	Desk Lamp	£12.00
Mattress	Up to £98	Waste paper bin	£9.70
Double Mattress and Divan set	Up to £170	Curtains (Pair)	£110.00
Toilet Roll Holder (Chromatic)	£18.17	Fire Bell	£48.00
Toilet Roll Holder (Standard)	£4.67	Shower Curtain	£32.50
Toilet Brush and Holder	£3.00	Door Number	£7.50
Desk chair	£125	To replace door closer	£100
To reconnect door closer	£50	Repair or replace the entire fire door set or any damaged component	£Up to £1500

Communal Areas

Kitchen Chair (Plastic)	£80	Kettle	£15.00
Kitchen Chair (Soft)	£121	Iron	£12.65
Kitchen table	£156	Plastic Dustbin	£12.75
Electric Cooker	£250.00	Soft Broom	£15
Microwave oven	£65.00	First Aid Box	£14.20
Fridge	£335.00	Ironing Board	£25.00
Freezer	£335.00	Dustpan and Brush	£6.20
Fire Extinguisher (6l foam)	£39.90	Mop and bucket	£12
Fire Extinguisher (2kg CO2)	£48.75	Curtains (pair)	£110.00
Fire Blanket	£14.99	Internal Telephone	£65.00
Hoover (Henry)	£160	To reconnect door closer	£25

Fire Bell	£48.00	To replace door closer	£100
Repair or replace the entire fire door set or any damaged component	Up to £1500		

All charges are inclusive of VAT.

For damaged items, a charge will be made for the actual damage caused reflecting that the item will have to be replaced sooner than if the damage had not occurred, (i.e.) on the basis of depreciated value rather than for the entire replacement value.

Please Note - Photos may be taken as evidence of any chargeable missing or damaged items, or cleanliness breaches.

Redecoration

An estimate for remedial works or redecoration will be issued by the Estates & Facilities Department. The exact amount chargeable will then be finalised with a quote from the Estates & Facilities Department or appropriate contractors. Please remember the use of pins, tacks, blue-tack or white-tack, sticky tape or other sticky substances is not permitted on the walls or ceilings of the Accommodation.

Broken Windows/Damaged Carpets

An estimate for remedial works or replacement will be issued by the Estates & Facilities Department. The exact amount chargeable will then be finalised with a quote from contractors.

Lost Your Key/Access card?

- Call the Site Stewards on 01962 827666 or 827667
- The University reserves the right to charge the Student for a replacement lock to the Accommodation if this is found necessary

Non-Return of any Accommodation Keys & Cards

- There will be a charge for the non-return/replacement of any Accommodation key/card (the charge will be of the actual cost of replacement). This includes kitchen cupboard and post box keys for the Burma Road Accommodation.
- This does not include Student campus cards - any charges for replacement Student Campus Cards is indicated by KDS under their policies.
- The University will endeavour to contact the Student for non-returned keys and/or cards but it remains the Student's responsibility to return them.
- The University reserves the right to charge the Student for a replacement lock to the Accommodation if this is found necessary.

Cleaning Charges

Please also see clauses; 2.36, 2.37, 2.39.

Individual Study Bedrooms and Communal Areas

If the University determines that Accommodation or any communal areas are not left at the end of the Licence Period (or sooner determination) in the position that it would have been had the Student carried out all obligations in this Licence Agreement then the University may seek contractual damages from the Student. The University may also seek contractual damages during the course of the Licence Period where this is appropriate. For example, the University may ask the Student to make a payment to cover the cost of repairing a fitting or furnishing where this work cannot reasonably wait until the end of the Licence Period (e.g. a broken window), and the Student (or someone at the Accommodation or communal areas with the express or implied authority of the Student) is responsible for the damage having occurred.

Removal of Rubbish in Accommodation and Accommodation Building

The University reserves the right to remove rubbish that is considered to be a health and safety hazard with immediate effect and may apply a written warning for breach of health and safety within the Accommodation or the Accommodation Building.

Schedule 3

Summary of Action for Breach

Level 1 may involve a Meeting, involves a First Written Warning – repeated breaches may escalate action to Level 2

Level 2 involves a Meeting and a Second Written Warning - repeated breaches may escalate action to Level 3

Level 3 involves a Meeting and possible Letter of Extra Undertaking (EU)* - repeated breaches may involve a Meeting with staff from your Academic Faculty in attendance and may escalate action to Level 4

Level 4 involves a Meeting and possible Termination of the Licence Agreement and reference to the 'Disciplinary Procedures for Students'.

Dependent on the severity of the breach (which may include multiple breaches in one incident), Housing Managers may take action at a higher Level. If the Housing Managers are not available, they will nominate a member of staff to undertake the Meeting and issue any Warning/s.

Should persistent breaches of regulations take place by the same Student, the Level of action taken will increase.

*The EU letter is explained in clause 6.2 of the Regulations.

BREACH	CLAUSE	CATEGORY OF BREACH
Noise	2.27	Level 1
Party (to each resident)	2.30	Level 1 – 4 (dependant on breach)
Anti-Social Behaviour	2.31	Level 1 – 4 (dependant on breach)
Social Distancing	2.31.1	Level 1-4 - dependent upon breach
Alteration and damage	2.39/2.34	Level 1 – 4 (dependant on breach. A charge for actual costs may be applied to replace any damaged University items)
Blu/white tack	2.42	Level 1
Removal of property	2.50	Level 1
Illegal activities (including Drugs and 'Legal Highs')	2.14	Level 2 – 4 (dependant on breach)
Firearms etc.	2.15	Level 2 – 4 (dependant on breach)
Flammable items (candles etc.)	2.16	Level 1
Pressurised gas canisters/fuel containers	2.17	Level 2
Pets (not allowed)	2.18	Level 1 (Student will be given 7 days to re-home the animal. A charge may be applied for cleaning costs incurred)
Smoking (including	2.19	Level 2

vaping)		
Subletting	2.52	Level 1 – 2 (dependant on breach)
Visitors/Guests	2.32 / 2.33	Level 1 – 4 (dependant on breach)
Health & Safety	2.21	Level 1 – 4 (dependant on breach)
Obstructions	2.21.2	Level 1
Security	2.20	Level 1 – 4 (dependant on breach)
Fire Safety	2.25	Level 1 – 4 (dependant on breach)
Fire Safety Equipment	2.26	Level 2 – 4 (dependant on breach. A charge for actual costs may be applied to replace any damaged fire safety equipment)
Parking	2.61	Level 1

Further action will be taken should persistent breaches of this Licence Agreement take place by the same Student.

Notes

1. The Accommodation and the Accommodation Building are designated as non- smoking areas. As well as being a breach of these Regulations, smoking in any communal area of the Accommodation Building is a breach of the 'Smoke free (Premises and Enforcement) Regulations 2006 and the Health Act 2006. Penalties can include a fixed penalty fine and possible criminal prosecution.

2. Illegal substances including cannabis are **NOT** allowed in University Accommodation.

3. Where permitted, overnight guests may only stay on Friday, Saturday and Sunday nights.

Please see clause 2.30 in this Agreement. Students are responsible for the behaviour and actions of their visitors and guests at all times. This includes liability for any charges applicable and determined in accordance with this Licence Agreement as a result of the behaviour of their visitors and guests.

Schedule 4

Outline Procedure when Accommodation is not ready for occupation

If, once the terms of this Licence Agreement have been accepted by the Student via the online licence acceptance process, the Accommodation becomes unavailable, the University will follow this process:

Initial Notification:

- Inform all affected Students promptly, providing realistic information about the delay, expected timescales, and likely inconvenience.
- Explain what support measures will be put in place, including any alternative accommodation arrangements.
- Provide clear contact details for relevant University teams and the Students' Union for further support and information.
- Notify other relevant parties (e.g., Students' Union, partner organisations) of the situation and planned actions.
- Update all marketing and promotional material to reflect any delay or temporary loss of amenity.

On-going communication:

- Provide regular updates to affected Students, including changes to expected completion dates and details of temporary accommodation arrangements.
- Notify Students of any changes to payment arrangements, reimbursement processes, and documentation required (For example, receipts for expenses).

Alternative accommodation provision (either permanent or temporary):

If a room is not ready at the start of the Licence Period, the University will endeavour to provide suitable and safe alternative accommodation that is:

- As close as possible in location and amenity to the originally contracted Accommodation.
- Reasonably able to support Students' access to study, employment, and social spaces.

If the University cannot provide suitable alternative accommodation or agree a mutually acceptable delayed start date, it will:

- Provide written notice to affected Students.
- Offer to release Students from their Accommodation Licence Agreement without penalty.

Additional Needs and Accessibility

The University will:

- Consider the needs of Students with disabilities or additional requirements.
- Make reasonable adjustments to ensure alternative accommodation does not place such Students at a substantial disadvantage.

Cancellation of Licence Agreement:

Students will be offered the right to cancel their Licence Agreement if, four weeks after the Licence Period commencement date:

- They remain housed in temporary alternative accommodation; or
- They continue to postpone their arrival because the reserved Accommodation (or a reasonable permanent substitute) is still unavailable.

Where cancellation is offered, the University will:

- Allow Students a reasonable period (normally 7 days) to consider their options.
- Ensure no charges are applied to Students who choose to cancel under these circumstances.

Payment arrangements:

If a Student postpones their arrival due to delays:

- Licence Fee will not be payable until the Accommodation and its associated common areas are fit for occupation and use.

If a Student occupies alternative accommodation arranged by the University:

- Licence Fee charged will not exceed the Licence Fee for the originally booked Accommodation.

If alternative accommodation requires a contract with an external provider, the University will:

1. Clearly explain the arrangement to the Student.
2. Release the Student from their original University Licence Agreement upon entering the new contract.
3. Ensure the Licence Fee payable is no higher than the lower of:
 - o The Licence Fee agreed under the original Licence Agreement; and
 - o The Licence Fee for similar accommodation in the alternative building.

Note: If the external provider charges more, the University will agree with the provider and the Student to pay the difference.

Catering:

If the alternative accommodation does not offer equivalent catering facilities or meal provision for those on a Catered licence, the University will ensure the Student's food costs are not higher than they would have been in the contracted accommodation.

Laundry:

If a Student spends more than seven days in temporary accommodation without laundry facilities the University will pay or reimburse reasonable laundry costs which would be equivalent to 2 washes and 2 dries per week, based on the cost of the University laundry facilities on campus

Moving costs:

When a student moves from temporary accommodation to their original Accommodation (or a longer-term alternative) the University will provide a removal service or reimburse reasonable removal costs.

Other expenses:

The University will promptly reimburse Students for additional reasonable expenses properly incurred as a result of being housed in alternative accommodation, such as increased travel costs – evidence of such expenses would need to be provided by the Student.

Wifi

WiFi access will be included within the Licence Fee of any alternative accommodation provided.

Liability and Claims Procedure

The University will maintain procedures to ensure that:

- Liability to Students is not unfairly limited or excluded where the University is unable to meet its contractual obligations.
- A clear protocol is available to Students explaining:
 - o Eligibility for claims,
 - o How to submit a claim,
 - o Required documentation,
 - o Applicable deadlines or limitations.