

Rules and Information

1. RENT AND STUDENT LICENCE AGREEMENT

- a) Students living in Shared Houses are given a fixed period Licence in which they agree to take accommodation for the specified period, i.e. 41 weeks. Students choosing to move out before the end of the final term are still liable to pay for the full licence period.
- b) A deposit is required from each resident prior to keys being issued and before taking up residence. Normally this deposit is returnable at the end of the period but some or all of the deposit may be withheld to compensate for damage, excess utility usage, loss of equipment, debt or extra cleaning when this is required. Checks for loss or damage etc., will normally be made after the end of the Licence period, whether or not a student leaves the Residence before that time.
- c) Any student wishing to leave the Shared House may ONLY do so if they are able to find a suitable replacement who must be a student of Bournemouth University and approved by the University Accommodation Service, who is in a position to sign a Licence and pay a deposit and required rent. The Licensee's responsibility for the payment of the charge for accommodation referred to in Clause 3 will only cease when these conditions have been met and the new occupant has taken up residence. An administrative charge of £50 will be made to any student terminating the Licence.
- d) If the Licensee withdraws from the University and leaves the Residence they will be liable for the rent for 4 weeks from the date of receipt at the Accommodation Office of written notice of withdrawal plus a £50 administration charge.
- e) Rental fees are payable in advance by direct debit or credit card in accordance with the offer. Failure to pay rent as per the Licence could result in steps being taken to withdraw the accommodation and recover the debt and stronger sanctions could be applied exactly as for all debt to the University. A charge of £12 will be levied if a payment for accommodation fees has not been received by the due date for whatever reason unless prior arrangements have been made.
- f) Any Resident experiencing financial difficulties is encouraged to seek help or advice from a Resident Welfare Advisor, the Residential Services Manager, the Student Union or the Finance Officer. Ignoring such problems or delaying facing up to them is inevitably worse and can lead to exclusion from Residences and difficulty obtaining a reference for future accommodation.
- g) The Vice-Chancellor of Bournemouth University or his/her nominees have the right of access to residents' rooms at all reasonable times. Access, other than in emergencies, is usually confined to Accommodation Staff and maintenance staff. (You are strongly advised to read all subsequent sections of this document)
- h) Whilst we are always happy to answer enquiries from parents please understand that the Licence is a contract between the student and the University and we are not obliged to discuss any matters relating to the occupation of University accommodation with any third party.

2. ENERGY CONSERVATION AND RE-CYCLING

- a) Bournemouth University is committed to minimising the environmental impact of its staff, students and premises. Students are expected to take responsibility for their behaviour in this regard.

- b) Rent includes gas, electricity and water usage. However, residents who use excessive amounts of these resources, for example, by leaving lights and televisions on or showers running, may be liable for an extra charge. Adequate heating is provided in facilities are provided, but residents who choose to supplement this heating with free standing electric heaters will also be liable to an electricity surcharge.
- c) Aside from encouraging residents to minimise energy use the University asks that residents routinely use any recycling facilities provided, such as for glass and plastic bottles and avoid contaminating recycling with general waste.

3. CONDUCT AND DISCIPLINARY REGULATIONS

- a) All students of Bournemouth University are bound by its Regulations and Disciplinary Code, copies of which are given to students on enrolment. The regulations also apply in the Residences and the specific rules relating to the Residences are included. Breaches of regulations are dealt with in accordance with the University's Disciplinary Procedures relating to student conduct. In case of doubt, all residents are also bound by the "Bournemouth University Policy for Residents in Halls". Students are advised to read all regulations carefully.
- b) The Accommodation Service and the Residential Services Manager are empowered to take disciplinary action against residents, which may include fines and/or exclusion from the residences for misconduct or breaches of regulations on University managed premises. Serious or repeated misconduct will be reported to the Office of the Vice-Chancellor for consideration under the University's Student Disciplinary Procedure. Misconduct includes nuisance to other residents and damage to the property or its contents. Matters which may result in eviction include objects being thrown or fired out of windows, interfering with safety equipment such as smoke and heat detectors, any illegal activities (including the misuse of drugs), harassment or victimisation of others and any violent or threatening behaviour.
- c) If the standards in a house are such that an empty room cannot be easily re-let the University reserves to right to:
 - i) Instruct cleaners, with the remaining occupants to be responsible for any invoice
 - ii) Charge rent for that room to be divided between the remaining occupants
 - iii) Transfer any or all of the remaining students within that flat or house to any other room in University accommodation.

4. OVERNIGHT GUESTS

- a) Students may have an occasional overnight guest to stay subject to the prior agreement of all residents in the house. Any one guest should not stay in the residence for more than five nights in any one month and no more than 3 consecutive nights. As per the Licence Agreement, students must not sublet or allow anyone else to use their room.
- b) The University does not recommend that guests under the age of 18 stay overnight due to potential health and safety risks.
- c) Not more than two overnight guests per resident may stay at any one time.

- d) Security and authorised University staff may insist on any unauthorised guests leaving the building and residents are reminded that guests are their responsibility whilst at the property.

5. SECURITY IN THE RESIDENCE

- a) Residents are responsible for keeping their own keys safe and should never leave keys in locks or lend them to anyone. Loss of keys must be reported to the Accommodation Office immediately. Charges will be made for replacement keys and no refund will be made if original keys are subsequently found.
- b) Students must not change rooms or houses without the consent of the Accommodation Office. Any breach of this rule will automatically attract a £50 penalty per person and the University may reverse any such move.
- c) For their own security, students should not leave doors on the latch and are advised to keep the front door locked at all times. For safety reasons students should be aware of the need to keep the Shared House secure at all times and to report immediately anything of a suspicious or potentially dangerous nature.
- d) Ask for ID of anyone requesting entry to the property for whatever reason. If in doubt, call the Accommodation Office before allowing entry.
- e) Students are forbidden to keep firearms (including imitation weapons, air-guns and “BB” guns, toys and props) or any dangerous weapons in the Residences. The misuse of drugs or any dangerous substances will be subject to severe sanctions, including immediate exclusion from the Residences. The Police may be notified of any such illegal activities.

6. KEYS

- a) Please refer to the ‘Procedure for out of hours lockouts’ information sheet at the property.
- b) In general: If you forget to take your keys out with you or lose them, you will need to report to the Accommodation Office or, if outside of office hours, Security at Poole House reception who, under exceptional circumstances may be able to lend you a spare room key which must be returned the next day. Proof of identity and security will be required.
- c) Keys will not be released to a friend without your written authority.
- d) Should you gain access by forced entry, heavy penalties will be incurred.

7. FIRE SAFETY

- a) Students must familiarise themselves with the fire safety regulations and procedures. Fire extinguishers must never be misused. In the interests of safety, students must not tamper with the electrics, smoke-detectors or door closures. Door closures, where fitted, are a legal safety requirement. Tampering with, or removing health and safety equipment will attract a financial penalty and under certain circumstances render residents liable to a criminal prosecution. Fire exits must be kept clear and not used for storage.
- b) If a fire extinguisher is discharged for whatever reason, or the gauge falls into red, you should advise the Accommodation Office immediately so a refill/replacement may be arranged.

- c) Students will be held responsible for their own personal electrical appliances and must ensure that they are safe. The University strongly recommends that all such appliances are tested. The University does not accept any liability for appliances brought in by students.
- d) Students who intend to be away from the Shared House for more than 24 hours are advised to inform someone else in their Flat or House or the Accommodation Office.
- e) Additional furniture must be approved by the University before installing or acquiring – in most cases permission will not be granted.
- f) The use of candles of any kind are banned from all residences and will be disposed of if found.
- g) Propping open of any fire doors is a serious offence punishable by a heavy fine.
- h) Smoking in **not** permitted in any part of the Shared House.

8. STUDENTS DUTY OF CARE

- a) The University is committed to providing a safe living environment for students, but recognises the important role of students in promoting and maintaining Health and Safety.
- b) Students must report any repairs promptly, in particular where Health & Safety is compromised. Emergency repairs can be reported out of hours to Reception.
- c) Student must use the facilities and furniture provided in an appropriate manner.
- d) Students must take all reasonable precautions to avoid illness and injury to themselves, other students and University staff visiting the Residences, for example, to avoid cables and wires becoming a tripping hazard or 'out of date' food remaining in kitchens and fridges.

9. EQUALITY AND DIVERSITY

- a) The University actively promotes equality, diversity and tolerance and Residents should ensure that they are aware of their responsibilities in this regard. Further information may be found at <http://www.bournemouth.ac.uk/facilitiesandresources/diversity/policies.html>
- b) The University has a zero tolerance policy concerning any behaviour which could be deemed as discriminatory against any persons, race, nationality, faith, colour, sexuality, age, gender or disability.

10. PARKING

- a) Parking arrangements will be individual to each property.

11. STUDENT RESPONSIBILITY FOR CLEANING

- a) Students are expected to clean, wash up and remove rubbish daily or as required and regular visits will be made by Property Supervisors. The University reserves the right to impose charges and/or instruct cleaners with the cost being passed onto the students when standards fall below acceptable limits.
- b) It is recommended that at the start of the academic year a rota or similar is agreed between residents to ensure fair distribution of cleaning duties and rubbish clearance.

- c) Any charges made for communal areas are split between ALL residents irrespective of who may be at fault unless one resident agrees to accept liability.
- d) Students should regularly clear hair etc from plug holes/drains to prevent blockages.
- e) Vacuum cleaner bags should be replaced as necessary and any blockages removed.
- f) Shower heads should be treated with a descaler on a regular basis.

Outside Areas

- g) Students must not leave rubbish or any items considered unsightly outside their Shared House and the area must be kept tidy. Rubbish must be deposited in bags. It must not be left outside the bins but placed inside them. Rubbish left outside bins is unhealthy and attracts vermin.
- h) The council will only remove rubbish if it is placed in a wheelie bin. It is the student's responsibility to ensure that the bin is stored securely between collections. If it is stolen, all occupants will be charged for its replacement.

12. RESPECT AND CONSIDERATION FOR OTHERS

- a) Learning to live together and being considerate of others is part of the "student experience" and a good deal of tolerance and understanding is often required to achieve a harmonious atmosphere. Compromises may have to be made by all as each individual learns to cope with various life-styles of housemates.
- b) Students who find that they cannot resolve "in-house" problems are encouraged to seek guidance or advice from the Unilet Manager or staff in the Accommodation Office. It is advisable to seek guidance before minor irritations become major issues. Residents who persistently cause nuisance to other residents or neighbours will be subject to disciplinary action. This may result in exclusion from the University Shared House.

13. NOISE

- a) Residents are asked to be considerate of others who live nearby and to reduce noise levels after 11pm. Loud music can be extremely disturbing and annoying and lack of sleep can affect academic performance especially at exam time. Amplified musical instruments and drum kits are NOT allowed in the Residences. It is **not** recommended that DJ decks or similar equipment is brought into the Shared House. If you do, these may **only** be used with headphones to avoid noise nuisance. When returning late at night students should observe quiet both outside and inside the Shared House. Residents are responsible at all times for the behaviour of their guests or anyone admitted to their house.
- b) When approaching your accommodation, especially at night, consider the general public. Residents are ambassadors for the University and bringing the institution into disrepute by unruly behaviour, noise, theft or vandalism is a serious offence, punishable by exclusion.
- c) If the Department of Environmental Health and/or the Police are called to attend a disturbance at a Shared House this may result in a Noise Abatement Notice being issued to one or more of the occupants. A N.A.N will automatically result in those responsible being required to attend a meeting with an independent BU disciplinary panel and may result in eviction from University accommodation and/or University premises.

14. PARTIES

- a) Parties, meetings and other social gatherings are permitted with the prior consent of the other residents and near neighbours. You should advise staff in the Accommodation Office of any gathering which exceeds twice the normal occupancy of the house. The Maximum limit of guests must not be more than 6 per resident.
- b) Students must not post 'open' invitations on Facebook or similar social networking sites. Any such message should be reported immediately to the Accommodation Office. The person responsible for the posting faces disciplinary action following any breach in the licence resulting from the posting. The Police will also be informed of any impending house gathering.

15. EQUIPMENT IN THE SHARED HOUSE

- a) The kitchen of each residence is equipped with a cooker, fridge/freezer, microwave, electric kettle, ironing board, mop and bucket, vacuum cleaner and storage cupboards.
- b) Students will need to provide their own iron, cutlery, cooking utensils, crockery, bedding (blankets/duvets), pillows, bed linen, towels and tea towels. Chip pans and deep fat fryers are not allowed.
- c) As the residences are adequately furnished there is no need for students to provide additional furniture.

16. LAUNDRY

- a) Students are responsible for their own laundry, wet washing must not be draped over radiators or out of windows.

17. MEDICAL SERVICES AND COUNSELLING

- a) Students are encouraged to take advantage of the Medical and Counselling Services provided by the University located in Talbot House, Talbot Campus. First Aid boxes are available at Receptions at Poole House, the Accommodation Office, Cranborne House and Hurn House.

18. LIABILITY FOR PERSONAL BELONGINGS AND RESIDENCES EQUIPMENT

- a) Students in University managed properties will be placed on a block insurance policy and may claim against this policy should personal belongings be damaged or stolen. Note that you should check the details of the policy, with special attention given to the principal exclusions such as mobile phones and bikes. www.endsleigh.co.uk/scripts/blockhalls.cgi
- b) Inventories are kept of the furniture and fittings in every room and the occupant of each study/bedroom is held responsible if any item is missing or damaged when the room is vacated. The furniture, equipment and fittings in the communal areas are the responsibility of all the residents in each house or flat irrespective of what date the students leave.
- c) In the case of theft or damage this should be reported to the police as soon as it is discovered. No claim will be considered without a Crime Reference Number.

- d) During office hours residents should report any damages, breakages, etc., on-line at www.bournemouth.ac.uk/accommodation using the Maintenance Request Form or to the Accommodation Office (Outside office hours please report to Poole House Reception).
- e) There is no foolproof way of affixing posters to walls or doors without the risk of damage and such damage can be costly and students should therefore bear this in mind.

19. MAIL, TELEPHONE/INTERNET CONNECTION AND TV LICENSING

- a) Basic internet service provision enables you to use e-mail and to browse the web. This facility is provided to assist with studies although no course requires internet access within your accommodation. Please note that we are not able to guarantee that certain high bandwidth activities would be supported by the network ie webcams, large downloads and certain internet games. Internet provision may be suspended by the University if any resident is in serious or persistent breach of the Residences Terms & Conditions or Rules.
- b) The address will be as per the individual licence.
- c) Students undertaking paid employment or running a business using on-line services will not be supported by the University network.
- d) The telephone in the house will receive incoming calls only (except for outgoing emergency calls).
- e) Students using television sets are advised that Licences are required for them. Satellite television may not be hired since external television aerials/dishes are not permitted on University premises.
- f) If you have a separate TV in your bedroom, an extra Licence is required to any obtained for a communal lounge. This is TV Licensing regulations and not the policy of the University.
- g) You will also need a Licence if you have a TV card in your computer, use it for video games and/or videos and DVD's.

20. TRANSFER POLICY

- a) Transfers to Halls are not normally permitted. If, however, a resident wishes to apply to move, then an application form must be completed in the Accommodation Office and an interview with the Residential Services Manager may be required. Any transfer is at the sole discretion of the Accommodation Administration Manager or Residential Services Manager whose decision is final. Any transfer is subject to availability and you will be notified upon application of the available vacancies. Transfers are not available within the first two weeks of the Licence period. However, transfers to another room or a different Shared House are permitted with prior arrangement with staff in the Accommodation Office.
- b) Applications for transfers are valid for two weeks and a new application will need to be made after this time has elapsed.
- c) An administrative charge of £50 is made for any approved transfer to Halls.

21. COMMUNICATION WITH STUDENTS

- a) The majority of our communication with residents will be by e-mail and mobile phone and we require an up to date e-mail address and mobile telephone number at all times. It is your

responsibility to provide this and ensure that you check your mailbox regularly. You must inform the Accommodation Office of any change of mobile telephone number or personal email address.

22. COMPLAINTS

- a) In most instances an initial complaint, such as for an unresolved maintenance matter, should be referred to the relevant Property Supervisor for the property.
- b) If the matter is unresolved then students should contact the Unilet Manager in the Accommodation Office at Talbot House, Talbot Campus.
- c) The Unilet Manager in the Accommodation Office will consult, endeavour to resolve and rule on any complaint or refer the matter to the Residential Services Manager.
- d) Students may access the University's Complaints Procedure where they are dissatisfied with a ruling from the Residential Services Manager.
- e) Students may wish to consult with and seek support from the Student Union Welfare and Advice Centre at Poole House.
- f) Should a student still be dissatisfied having exhausted all avenues of complaint at the University then reference may be made to the Office of the Independent Adjudicator

23. FINDING YOUR NEXT ACCOMMODATION

The BU Letting Service advertises privately owned accommodation in the Accommodation Office and on www.bournemouthstudentpad.co.uk all year round, however, most students are placed between February and July. There is a good supply of houses and students should take care in selecting a suitable property. Students are reminded that a reference and guarantors will usually be required from the University.

The University reserves the right to not provide a reference or withdraw any reference already given where any student has seriously or frequently infringed these Rules and/or the Terms and Conditions of Occupancy (The Licence)

These Rules are deemed part of the University's Regulations and Disciplinary Code. They should be read in conjunction with the Terms & Conditions of Residence.