

**Campus Living Villages (Cranborne) UK Limited**  
**ASSURED SHORTHOLD TENANCY AGREEMENT**

**(Student Agreement)**

**UNDER PART 1 OF THE HOUSING ACT 1988**  
**as amended by THE HOUSING ACT 1996**

*This Agreement is important - Please read it carefully and keep it safely*

THIS AGREEMENT is dated <Current Date> and is made between:-

(1) **The Landlord:** **Campus Living Villages (Cranborne) UK Limited**  
Cranborne House, St Paul's Pl, Bournemouth BH8 8HF  
*(which shall be the Landlord's address for service  
of notices under s.48 Landlord and Tenant Act 1987)*

and

(2) **The Tenant:** whose details are set out in the Schedule below

Explanatory notes: -

The Tenancy is of a room at the Landlord's property specific details of which are set out in the Schedule ('the Property'), located at Cranborne House, St. Pl, Bournemouth BH8 8HF ("the Building"). Where appropriate the expression 'the Building' includes the Landlord's fixtures and fittings and all drains, pipes, wires and cables in the Property.

The Landlord also grants to the Tenant during the continuation of the Tenancy the right to use the kitchen and other communal areas in the Property, as well as the other communal areas, facilities and grounds in or at the Building (unless otherwise specified below).

The expression 'Term' includes the initial Fixed Term granted by this Agreement and any agreed extension of it.

The Tenancy begins on the date in the Schedule below and is granted for the Term and the Property is let on the terms and conditions set out in this Agreement.

The Landlord's agent is the person or company notified by the Landlord to the Tenant from time to time as being the Landlord's agent for the purposes of this Agreement ('Landlord's Agent').

<p><b>THIS TENANCY AGREEMENT IS A LEGAL DOCUMENT AND INCLUDES EXACT CLAUSES. UNDER NO CIRCUMSTANCES SHOULD ANY AMENDMENTS, ALTERATIONS OR DELETION OF CLAUSES BE MADE</b></p>
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**The Schedule**

The Tenant:	
Property:	
Type of dwelling:	
Rights:	The right to use the laundry and any other communal facilities at the Building together with all others having the same right
Permitted number of residents:	One
Fixed Term:	
Term:	The Term is from the xxxxxxxx to xxxxxxxxxxxx and is an Assured Shorthold Tenancy as defined in the Housing Act 1988 as amended by the Housing Act 1996
Deposit:	£250 (which shall be deposited with the Deposit Protection Service, within 30 days of receipt)
Rent	*The Rent will be payable at the rate of £xxxxxxx per week equivalent to £xxxxxxxxxx over the Fixed Term. Rent is payable in advance in line with the Payment Plan shown below.

<b>Weeks</b>	<b>Due Date</b>	<b>Amount</b>
2.00	Xx/xx/xxxx	£xxxxxx
14.00	Xx/xx/xxxx	£xxxxxx
14.00	Xx/xx/xxxx	£xxxxxx
11.00	Xx/xx/xxxx	£xxxxxx

If you have opted in to receive a bus pass directly with the University, there will be an additional charge of £xxx per year or £xx.xx per instalment which CLV will collect on the University's behalf.

Service of Notices-

- i Notice is hereby given in accordance with section 48 of the Landlord and Tenant Act 1987 that the address of Campus Living Villages (Cranborne) UK Limited for the receipt of legal notices and any other communication arising from this Agreement is:

Campus Living Villages (Cranborne) UK Limited, Cranborne House, St Paul's Pl,  
Bournemouth BH8 8HF

- ii Any legal notice, or any other communication arising from this Agreement, shall be validly served on the Tenant if posted or delivered to the Property.

This Agreement may be altered only with the consent in writing of both the Tenant and the Landlord.

## **THE TERMS AND CONDITIONS**

### **1. RENT**

#### **It is agreed as follows:-**

- 1.1 The Landlord lets and the Tenant takes the Property and the fixtures and fittings for the Term at the Rent set out in the Schedule and the Tenant covenants to pay the Rent at the time specified and as directed by the Landlord or the Landlord's Agent. Unless otherwise agreed by the Landlord, the Tenant will provide a guarantor to guarantee to the Landlord that the Tenant shall pay the Rent and perform and observe the Tenant's obligations under this Agreement. The Landlord requires the agreement of the guarantor within seven (7) calendar days of the Tenant signing this Agreement or, in the event that this Agreement is signed within seven (7) calendar days of the commencement of the Tenancy, prior to the date that the Tenant moves into the Property.
- 1.2 The Landlord may charge interest at the rate of 3% above the Bank of England base rate from time to time on any rent lawfully due that is paid more than 14 days after the date on which it became due. The interest shall be payable from the date the rent should have been paid until the date the rent is actually paid.
- 1.3 The Rent includes all: utility charges, expenses and outgoings relating to the Property (other than council tax); VAT; internet and other data connections; buildings and contents insurance; access to launderette facilities and other services to be provided by the Landlord to the Tenant pursuant to this Agreement.
- 1.4 If any aspect of this Agreement is held to be illegal, invalid or unenforceable, the remainder of this Agreement will be unaffected.

### **2. OTHER PAYMENTS**

- 2.1 The Tenant shall not be entitled to withhold payment of any money due to the Landlord under the provisions of this Agreement on the basis that the Landlord holds a Deposit from the Tenant.
- 2.2 If the Tenant is in receipt of a bus pass this clause will apply. A bus pass shall mean a permit issued by the Wilts & Dorset bus company and may be used in accordance with the terms and conditions of the Wilts & Dorset bus company. The Tenant may cancel the bus pass before the end of the first academic term during the Term. Where this happens the Landlord will refund the Tenant for the unused period of the bus pass. The Tenant will not receive a refund if the bus pass is cancelled after the end of the first academic term during the Term.

### **3. TENANT'S MAINTENANCE, REPAIR, DECORATION AND ALTERATIONS**

#### **The Tenant covenants with the Landlord:-**

- 3.1 To keep the interior of the Property in a clean and tidy condition throughout the Term and return the fixtures and fittings in it at the end of the Term in the same condition (excepting fair wear and tear) as set out in the Inventory of fixtures, fittings and other Landlord supplied items ("Inventory") and to make good all damage and breakages which occur (excepting fair wear and tear). The Tenant shall not interfere with any electrical, gas, heating, water or hot water system.
- 3.2 Where applicable, to share responsibility with the other tenants to keep the common areas within cluster flats in a clean and tidy condition.
- 3.3 Not to damage the Building or the Property nor make any alterations in or additions to or redecorate any part of the Property nor remove any fixtures and fittings from it.
- 3.4 To put all rubbish in the designated refuse and recycling bins provided by the Landlord and not to obstruct in any way or at any time any communal parts of the grounds and the Building.
- 3.5 To let the Landlord the Landlord's employees, any superior landlord and Landlord's Agent enter the Property at all reasonable times upon reasonable notice, being not less than 24 hours, having first been given (except in cases of emergency) to inspect individual bedrooms and carry out any maintenance or repair to it or the Property which the Landlord reasonably considers necessary or, in the case of any superior landlord, in order to exercise any reserved rights over the Property as contained in a superior lease. Please note that notice to inspect and carry out repairs in communal areas of cluster flats is not needed.
- 3.6 Not to fix screws, nails, hooks, blu tack or adhesive tape into or on to the walls or other surfaces of the Property or mark the walls, ceilings or floors in any way.
- 3.7 Damage caused by the Tenant or its visitors is deemed to be damage by the Tenant and is to be treated as such in accordance with the terms and conditions of this Agreement.

#### **4. THE TENANT'S FURTHER OBLIGATIONS**

##### **The Tenant covenants with the Landlord:-**

- 4.1 Subject to clause 5.1, to take possession of the Property at the beginning of the Term and not at any time to part with possession of it or sub-let the whole or any part of it for any period of time whatsoever.
- 4.2 To use the Property for residential purposes only and not to run a business from the Property.
- 4.3 Not to cause or permit any anti-social behaviour or noise nuisance at any time or use or allow to be used any radio, television, record, tape recorder, CD/DVD, smart speaker, musical instrument or other thing so loudly that it can be heard outside the Property at any time.

- 4.4 Not to keep any animal, fish, bird, insect or reptile in the Property.
- 4.5 To promptly report to the Landlord or the Landlord's Agent any disrepair or defect in the Property and the structure or exterior of or in any communal part of the flat or building of which the Property forms a part.
- 4.6 Not to do anything which may be considered anti-social behaviour or cause a nuisance in any way within the grounds of the Building, the parking areas, communal areas (including the stairs, landings, lifts) and other areas belonging to the Landlord).
- 4.7 Not to fix any aerial satellite dish, notice, advertisement or sign on the exterior of the Property nor in the interior of the Property so as to be seen from outside.
- 4.8 To deposit all domestic waste in the place allocated for it and not to allow it to accumulate in the Property nor in or on any part of the communal areas or grounds at the Building.
- 4.9 Not to do or allow its visitors to do any act of anti-social behaviour or thing which is or may become a nuisance, damage or annoyance or inconvenience to the Landlord or the owners or occupiers of any adjoining or neighbouring property or the neighbourhood nor to use the Property for any illegal or immoral act or purpose.
- 4.10 Not to do or permit any act or thing by reason or in consequence whereof any increase or additional premium may become payable for the insurance of the Building or whereby any policy may become void or voidable.
- 4.11 Not to grant a sub-tenancy for all or part of the Property.
- 4.12 Not to allow visitors to stay at the Property for more than two consecutive nights or to either take in lodgers or receive paying guests but to use the Property for the sole occupation of the Tenant only.
- 4.13 Not to keep, use or park any motor vehicle of any description at the Building.
- 4.14 Not to carry out any motor vehicle repair in a place associated with the Building.
- 4.15 In so far as it applies to the Tenant's occupation of the Property to observe and comply with the terms of the Bournemouth University Travel Plan.
- 4.16 Not to change the locks of the Property.
- 4.17 To operate the provided media service and electrical appliances in accordance with the manufacturer's instructions and not alter or interfere with them in any way.
- 4.18 To ensure that any electrical appliances used within the Property which do not belong to the Landlord comply with all relevant standards and regulations.
- 4.19 Not to keep, store or use in the Property any gas or oil heater or other fuel burning appliance, including candles, incense sticks or naked flames.

- 4.20 To observe and follow signs and instructions relating to general health and safety, fire safety precautions, including emergency evacuation of the Building.
- 4.21 To observe all fire regulations and not to activate the fire alarm or emergency call points except in the event of a fire or interfere with the fire detection system in any way. Such malicious action may result in legal action being taken.
- 4.22 Not to vape, smoke any form of tobacco, or keep or use drugs, the possession of which is prohibited by statute, including but not limited to the Misuse of Drugs Act 1971. Failure to adhere to this may result in legal action being taken.
- 4.23 Not to wilfully waste utilities, and to switch off lights and unused appliances as appropriate or when not in use.
- 4.24 To comply with any new reasonable regulations that the Landlord may from time to time require to be imposed for the benefit of the Tenant, the Landlord or other occupiers of the Building or the neighbourhood in general.
- 4.25 Not to place anything in the communal areas of the Building whether the same may cause an obstruction or not.
- 4.26 Not to place anything at all on any exterior window ledge or balcony of the Property and not to hang any laundry or other thing from the windows or balcony of the Property.
- 4.27 Not to remove or change any floor covering and not to overload the floors or ceilings in the Property.
- 4.28 Not to permit children to use any lift in the Building unless accompanied by an adult and not to put any weight in any lift over its stated weight limit.
- 4.29 To maintain Property security at all times and not at any time to leave open the outer security doors of the Property.
- 4.30 Not to paint or decorate by any means whatsoever any part of the interior or exterior of the Property.
- 4.31 Not to use (except in emergency) or obstruct the fire escapes or the roofs of the Building.
- 4.33 To comply with the terms set out in the Village Rules issued with this Agreement.

## **5. OCCUPATION OF THE PROPERTY**

### **The Tenant covenants with the Landlord:-**

- 5.1 Not to leave the Property unoccupied for a continuous period of more than thirty one days without giving the Landlord prior written notice and taking such action as the Landlord may reasonably require as a result to safeguard the Property.
- 5.2 To notify the Landlord immediately in writing of any loss or damage caused to the Property from any cause whatsoever of any items of disrepair or defect in the Property and on receipt of any notice, order, direction or other thing from any competent authority affecting or likely to affect the Property.
- 5.3 To give the Landlord vacant possession and return the keys of the Property and the Building at the end of the Term or termination of this Agreement (however that may come about) whichever is the earlier and to remove all personal possessions, effects and rubbish from the Property, including common parts of cluster flats where applicable, and leave the Landlord's fixtures and fittings in accordance with this Agreement.
- 5.4 To be available at a reasonable time of day immediately before the end of the Term or termination of this Agreement (however the same may come about) to check the Inventory against those fixtures and fittings and other Landlord supplied items actually within the Property with the Landlord or its Agent.
- 5.5 If any of the Tenant's personal possessions are left at the Property after the tenancy has ended, the Landlord will remove and store the Tenant's possession for a minimum of one month. The Landlord will take reasonable steps to notify the Tenant at the last known contact address. If the items are not collected within one month, the Landlord may dispose of the items as it thinks fit (acting reasonably) and the Tenant may be liable for the reasonable costs of disposal. The reasonable costs of removal, storage and disposal may be deducted from any sale proceeds.
- 5.6 The Tenant agrees to be responsible for the orderly conduct of any invited guest, and any nuisance, anti-social behaviour or damage caused by them.
- 5.7 To continue to be enrolled as a student at Bournemouth University throughout the Term.

## **6. THE LANDLORD'S OBLIGATIONS**

### **The Landlord agrees with the Tenant:-**

- 6.1 That so long as the Tenant pays the Rent and performs and observes the terms and conditions of this Agreement the Landlord will not interrupt or interfere with the Tenant's right to peacefully occupy the Property and use the Building except where, subject to clause 3.5, access is required to inspect the condition of the Property or to carry out repairs or other works to it or to adjoining property or a Court has given the Landlord possession by an order ending the Tenancy.
- 6.2 To keep in tenantable repair and condition all parts of the structure and exterior of the Property and Building and all common parts and all services in it, to it and from it including the fixtures and fittings detailed in the Inventory where it is not the obligation

of the Tenant so to do as contained in this Agreement or except where damage is caused by the Tenant or its visitor (excepting fair wear and tear).

- 6.3 To maintain repair and/or replace any defective Fixtures or Fittings and make good any damage caused after a defect has been notified to it by the Tenant within a reasonable time of notification at its own cost unless the defect has been caused by the Tenant or the Tenant's visitors.
- 6.4 The Landlord shall promptly and courteously respond to complaints received from the Tenant.
- 6.5 The Landlord shall procure Wi-Fi and internet services to the Tenant in the Property and the Building.
- 6.6 The Landlord shall (other than on Christmas Day and New Year's Day) procure the provision and support of a help desk service from the third party internet provider for the reporting of issues affecting the internet provision (to be provided pursuant to clause 6.5).

## **7. FORFEITURE**

- 7.1 This Agreement is made on the express understanding that if the Rent or any part of it is in arrears for 31 days after becoming due (whether formally demanded or not) or if the Tenant is in breach of any of the material terms and conditions hereof (and if remediable has failed to remediate the breach within a reasonable period of being notified of the breach by the Landlord) or if the Tenant ceases to be a student of Bournemouth University or if the Landlord is requested to do so (and such request being lawfully permitted) by Bournemouth University or if the Tenant becomes bankrupt or has a receiving order made against him or enters into any arrangement or composition for the benefit of his creditors or if the Property is left vacant or unoccupied for more than thirty one days without written approval from the Landlord or if Grounds 2, 7B, 8, 10-15 or 17 of Schedule 2 of the Housing Act 1988 apply, the Landlord may re-enter the Property and recover it as if this Agreement had not been made and this Agreement shall be terminated but without prejudice to any other right of action or remedy of the Landlord.
- 7.2 In the event that the Tenant shall unlawfully repudiate or attempt unilaterally to terminate this Agreement before the expiration of the Fixed Term the Tenant will be liable to pay to the Landlord (without prejudice to any other claims by the Landlord against the Tenant at common law or otherwise) the reasonable and proper cost of re-letting the Property and the Tenant shall remain liable for the full Rent until the expiry of the Fixed Term (which should continue to be paid in accordance with the Payment Plan) together with any other charges detailed in this Agreement.

## **8. DEPOSIT PROVISIONS**

- 8.1 The Landlord agrees that in order to comply with Government legislation, tenants' deposits will be held by a third party, in a custodial scheme, as authorised by the Government.

- 8.2 On the signing of this Agreement the Tenant will pay the Deposit to the Landlord shown in the Schedule and the Landlord will arrange for the Deposit to be protected by the Deposit Protection Service (DPS) or other like service in accordance with terms and conditions of the DPS. The terms and conditions and Alternative Dispute Resolution (ADR) service governing the protection of the Deposit including the repayment process can be found at [www.depositprotection.com](http://www.depositprotection.com).
- 8.3 The Deposit will be held as security for the performance by the Tenant of all of the Tenant's obligations under or in connection with this Agreement. You agree that We are entitled to withhold from the Deposit such proportion of the Deposit as may be reasonably necessary to:
- a) make good any damage to the Property or the Fixtures and Fittings (excluding fair wear and tear);
  - b) replace any of the fixtures and fittings listed in the Inventory which may be missing from the Property;
  - c) pay any accounts for utilities, council tax charges or any other taxes or accounts for which You may be liable, which remain unpaid;
  - d) pay any Rent which remains unpaid together with any interest payable in respect of any arrears in accordance with clause 1.2;
  - e) pay for the Property and the contents of these to be cleaned if You are in breach of your obligations;
  - f) cover the reasonable cost of the replacement of any access keys and/or fobs which you lose or fail to return; and
  - g) cover any other amount which is outstanding under this Agreement.
- 8.4 Without prejudice to the provisions of clause 8.2 hereof the Deposit or the balance of it shall be returned to the Tenant within 10 days after the DPS have received the completed Joint Repayment Form agreed between the Landlord and Tenant. This form will not be completed until the Tenant has vacated the Property and returned the keys of the Property and the Building to the Landlord or Landlords Agent. The Deposit shall be returned in accordance with the rules of the DPS.
- 8.5 In the event that the Landlord transfers its interest in the Property to another party ("Transferee"), the Landlord will notify the DPS and the Deposit will be transferred to the Transferee. The DPS will confirm to all parties that the transfer has been successful. The Landlord shall thereafter be released from all claims and liabilities to the Tenant in respect thereof.
- 8.6 No interest on the Deposit shall be payable to the Tenant by the Landlord.
- 8.7 The DPS will not refund the Deposit to any person other than the Landlord, its Transferee or the Tenant.
- 8.8 If any dispute arises between the Landlord and the Tenant regarding the split of the Deposit the Landlord or the Tenant may initiate the Alternative Dispute Resolution Rules (referred to in clause 8.2 this Agreement) within 20 business days of the end of the Tenancy.

## **9. CANCELLATIONS/REFUNDS**

- 9.1 Once the Tenant has signed this Agreement even if before the commencement of the Term, the Tenant loses any right to be released from this Agreement, other than in the circumstances set out in paragraphs 9.2 – 9.5 below.
- 9.2 If the Tenant is a prospective first year undergraduate student and the offer of a place at Bournemouth University is withdrawn as a result of the Tenant not achieving the required entry grades, or, if the Tenant chooses to go to another university / higher education institution as a result of exceeding the expected grades, the Tenant may, subject to providing written evidence (to the Landlords reasonable satisfaction) of a written rejection letter or proof of acceptance at a different university / higher education institution within seven (7) days of publication of the results, apply to be released from this Agreement. On receipt of such satisfactory evidence the Landlord will confirm cancellation of the Agreement and any payments made (including the Deposit) will be refunded to the Tenant in full.
- 9.2 Once the Tenant has signed this Agreement, the Tenant has the right to cancel this Agreement within 14 days without giving any reason unless occupation of the Property has already taken place. If the Tenant wishes to cancel during the 14 days the Tenant must notify the Landlord or Landlord's Agent in writing making clear that this Agreement is to be cancelled. Any payments made (including the Deposit) will be refunded to the Tenant in full.
- 9.3 Subject to clauses 9.1 and 9.2, if, after signing this Agreement, but before the commencement of the Term, the Tenant would like to be released from this Agreement and the Tenant has found a suitable replacement tenant, being a student of Bournemouth University who is eligible for student accommodation and has not already reserved another room within the Landlord's accommodation to take over the tenancy, the Landlord will release the Tenant from this Agreement. The Deposit will then be refunded to the Tenant. Whether a replacement tenant is a suitable replacement shall be decided by the Landlord at its absolute discretion but acting reasonably ("Suitable Replacement").
- 9.4 Subject to clauses 9.1 and 9.2, if, after the commencement of the Term the Tenant would like to be released from the Agreement but the Tenant has not found a Suitable Replacement tenant (in accordance with clause 9.3) to take over the Agreement then, subject to clause 9.4 below, the Deposit will be retained and the Tenant will remain liable for the Rent which should continue to be paid in accordance with the Payment Plan.
- 9.5 If a Suitable Replacement tenant is found by the Tenant part way through the Term, the Landlord will release the Tenant from this Agreement, from the date the new tenancy agreement takes effect and the new tenant takes up occupation of the Property. The Deposit will then be refunded (subject to the DPS terms and conditions). The Tenant will however still be responsible for any Rent arrears outstanding on the Tenant's account up to the date the Suitable Replacement tenant takes up occupation of the Property.

9.6 Notwithstanding clause 9.4, if the Tenant is a Post Graduate student of Bournemouth University, and the Tenant has:

- a) resided in the Property for a period of no less than 41 weeks under this Agreement (as at the end of the 4 week written notice period required below at c); and
- b) provided written evidence that is acceptable to the Landlord (acting reasonably) that the Tenant is to undertake a work placement outside the BH postcode area, that is a Bournemouth University endorsed work placement related to the Tenant's studies at Bournemouth University and;
- c) provided no less than 4 weeks' written notice to the Landlord of date of vacation of the Property

then the Tenant may terminate this Agreement and the Landlord shall reimburse the Tenant for any period for which Rent has been paid beyond the expiry of the 4 week written notice period and shall, subject to the terms of the DPS, return the Deposit to the Tenant.

## **10. DISPUTE RESOLUTION**

If any dispute arises between the Landlord and the Tenant at any time during or on the termination of the Term touching or concerning the terms and conditions of this Agreement and which cannot be resolved by negotiation between the parties (and without prejudice to the right of the Landlord to apply to the court for possession of the Property as against the Tenant) then the same shall be referred by either party to a single arbitrator to be appointed (in default of agreement) by the President for the time being of the Local Law Society, such arbitration to be in accordance with and subject to the provisions of the Arbitration Act 1996 or any statutory modification or re-enactment thereof which may from time to time be in force. The decision of the arbitrator shall be final and binding on the parties or where such dispute is the subject of the ANUK code, such dispute shall be referred in accordance with the code.

## **11. GOVERNING LAW**

This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

**NOTICE is hereby given to the Tenant that possession of the Property may be sought under Ground 1 or 2 of Schedule 2 of the Housing Act 1988 and the interests of the owner of the Property are hereby noted.**

This Agreement has been entered into on the date stated at the beginning of it.

## APPENDIX TO ASSURED SHORTHOLD TENANCY AGREEMENT

### RULES OF THE VILLAGE

Subject to the terms of the Licence or Assured Shorthold Tenancy Agreement and any applicable legislative provisions, the Village Rules applicable to the Village (the "**Rules**") are as follows:

For the purpose of this document the term:

"**Deposit**" has the meaning defined in the Licence or the Assured Shorthold Tenancy Agreement as appropriate.

"**Licence or Assured Shorthold Tenancy Agreement**" means the Licence or Assured Shorthold Tenancy Agreement entered into between a resident (or his or her guardian (if applicable)) and Owner which incorporates these Rules.

"**Operator**" means Campus Living Villages UK Limited

"**Property Common Areas**" means the entrance halls, passages, stairs, lifts, car parks and other outdoor areas in the Village

"**Village**" refers to the buildings on the Owner's site and the land adjacent to and between those buildings and includes (where the context admits) the Room.

"**You**" or "**resident**" means the person entitled to occupy the Room under the terms of the Licence or Assured Shorthold Tenancy Agreement.

Subject to the above, words and expressions defined in the Licence or Assured Shorthold Tenancy Agreement shall, unless the context otherwise requires, have the same meanings in these Rules.

#### 1. Introduction

The Rules are a supplement to, and form part of, the Licence or Assured Shorthold Tenancy Agreement which all residents are required to sign prior to taking up residence in the Village. The Rules provide guidance and information about the standards and procedures which residents of the Village are expected to meet and comply with during their residence in the Village.

Throughout the year updates of the Rules and information about residency in the Village will be distributed to residents by emails and flyers. We will give you at least one month's notice of any changes or additions.

Any failure by residents to comply with these Rules and any update or variation of them which is notified by Village Management, Village Staff and Village Security will constitute a failure to comply with the provisions of the Licence or Assured Shorthold Tenancy Agreement and may lead to disciplinary action including but not limited to termination of the resident's Licence or Assured Shorthold Tenancy Agreement and their right to reside in the Village.

The Rules are intended to benefit all residents. However, the expectations of residents outlined in the Rules should not be seen as an exhaustive list. In becoming a resident of the Village, you become a member of the Village community and accept the responsibilities and obligations associated with being a good neighbour and citizen, whether or not they are detailed in the Rules.

#### 2. Absence from Room

If you expect to be absent from your Room for more than 72 hours, please inform Reception via email, and leave an emergency contact number. You do not have to inform Reception where you are going, we just want to know how to contact you urgently if we need to.

Should another resident report to Village Management, Village Staff and Village Security that you have not been seen for 72 hours and you have not advised us of your intended absence, Village Management, Village Staff and Village Security reserves the right to enter your Room/Flat to check that you are okay.

If you are reported as being absent for more than 72 hours, and we have no records of your whereabouts, Village Management, Village Staff and Village Security may report you as a missing person to the police. If you are under 18 years of age we will also contact the person who is defined to be your nominated Emergency Contact and/or your Guarantor.

### **3. Aesthetic Appearance**

The Village is part of both the University life and the local community. You are required to maintain your Room in a neat and clean state of condition/appearance. If applicable, you must in conjunction with other residents ensure that Flat Common Areas are maintained to the same standard.

Do not place foil, cardboard, flags or other unsightly material or objects in or on any windows in the Village or alter any window coverings in the Village.

Keep balconies, decks, patios and Flat Common Areas neat and orderly at all times and clear of personal belongings.

Furniture designed for indoor use is not permitted outside (including on any balcony, decks, patios or property common areas).

If in the opinion of Village Management, Village Staff or Village Security any item adversely affects the appearance of the Village, the resident concerned will be asked to remove it. If you are asked by Village Management, Village Staff and Village Security to remove any item you must do so within the timeframe set by Village Management, Village Staff or Village Security.

### **4. Condition and Contents of Room/Flat**

The Owner will provide you with a Room/Flat which is furnished to a reasonable standard and is in a reasonable state of repair which we will maintain to the same standard until the Termination Date.

When moving into a Room/Flat, a resident is expected to carefully inspect the Room/Flat. On arrival the resident will be given a form which includes a full list of all items that should be in the Room/Flat, which may be given either as a physical copy or an online form. If the resident finds any damaged or missing items or if the Room/Flat does not meet the standards set out in the Licence or Assured Shorthold Tenancy Agreement they must report this within the time frame specified at the time by filling in the above form and submitting it as instructed. Village Staff will follow up on all reported problems and take corrective action as appropriate, within a reasonable time of receiving the resident's notice. If the problems reported are significant and cannot be rectified quickly, the Owner will provide the resident with a replacement Room of an equivalent type which does meet the standards set out in the Licence or Assured Shorthold Tenancy Agreement.

If a resident fails to advise Village Management, Village Staff and Village Security of any problem(s) within the given time frame, the resident will be taken to have been satisfied with the condition of the Room/Flat and confirmed that the Room/Flat was in a good and undamaged condition at the Commencement Date. Upon vacating a Room/Flat, the Owner may be able to claim damages or withhold an amount from any deposit to cover the reasonable cost of repairing or replacing damaged or missing items.

For the avoidance of doubt and unless a shorter timescale has been agreed, residents should report all concerns within 72 hours of receiving the Room key and/or fob. Residents will be taken to have been satisfied with the condition of the Room/Flat and confirmed that the Room/Flat was in a good and undamaged condition at the Commencement Date if Village Management, Village Staff and Village Security has not been notified of any problems within that period.

### **5. Bicycles**

Bicycles are to be secured only to the bicycle racks/sheds located throughout the Village if they are available. They are not to be secured to other objects such as benches, light posts, trees, handrails or disabled access ramps. They are not to be placed in hallways or allowed to impede a means of access. Bicycles that are secured to anything other than bicycle racks/sheds impede access or in any way present a safety hazard will be removed and stored by Village Management, Village Staff or Village Security. If a lock has to be cut to remove the bicycle, neither the Landlord or the Operator will not accept any liability for damage to the lock.

Bicycles are not permitted inside Rooms or Flats. Bicycle storage is not available once you have vacated your Room.

The Village is not responsible for the security of or any damage sustained to any bicycle which is left in the bicycle racks or anywhere else. It is strongly recommended that locking devices are used for securing bicycles.

The Village insurance policy does not cover bicycles and we recommend that you take out an extra policy for your bike.

### **6. Candles/Incense**

Due to risk to life and property, candles, non-battery powered torches, incense and other open flame devices are strictly prohibited anywhere inside or around buildings in the Village including but not limited to Rooms, Flats, Flat Common Areas and Property Common Areas.

## **7. Car Parking and Motorbikes**

The Village may have limited parking spaces available and may not be able to provide parking facilities to all or any residents of the Village. Where parking spaces are available a resident must have a valid Campus Living Villages parking permit to be able to park within the Village which may be chargeable as an additional service

If the Village has parking facilities, residents may apply to the Village administration office for a Campus Living Villages parking permit, or in the case of certain on campus Villages, to the University directly. Residents must prove that they are a resident of the Village by producing a copy of their Licence or Assured Shorthold Tenancy Agreement and evidence of ownership of a registered and insured vehicle.

If the Village Management, Village Staff or Village Security grants a resident the right to park within the Village, the Campus Living Villages parking permit they will be issued with will have a special notation on it, allowing the resident's vehicle to be parked within the Village within the specifically designated area or space only

Where resident parking is available, limited disabled parking spaces are also available and these spaces are strictly for residents with disabilities, who display the appropriate disabled parking permit.

The Owner will not be held liable for any damage to and/or theft of any vehicle or property left within the vehicle whilst the vehicle is parked in the Village.

## **8. Carpet Damage**

Residents must ensure that no damage is caused to carpet/floor coverings in Rooms, Flat Common Areas or Property Common Areas.

Upon vacating a Room/Flat all carpet must be in the same condition as it was in on occupation, taking into consideration general wear and tear.

## **9. Cleaning**

Village Management, Village Staff and Village Security will arrange:

- Sweeping, vacuuming and mopping of the external and internal Property Common Areas of the Village (e.g. laundry room, administration and resource centre, etc.);
- Maintenance of the Village grounds and gardens unless Village is on campus, then the University may be responsible;
- For unauthorised flyers posted in non-designated areas to be taken down;
- For external rubbish bins to be regularly emptied; and
- For cleaning the external surface of buildings in the Village.

All residents are expected to:

- Clean and vacuum their Room on a regular basis;
- Maintain their Room in a hygienic manner; and
- Clean internal windows in their Room but only to the extent that the windows and walls fall below the relevant resident's height.

Residents who live in Flats are also expected to:

- Participate equally with other residents in keeping the Flat Common Areas clean;
- Clean all appliances and surfaces within a Flat;
- Clean the internal areas of the cook top, range hood, oven and refrigerator equipment; and
- Remove rubbish from the Flat regularly.

Residents must supply their own cleaning materials and equipment in the Village where not otherwise supplied. In some Villages, prior arrangements have been made for cleaning provisions.

Where it is brought to the attention of Village Management, Village Staff and Village Security that a Room/Flat is not being cleaned or is unhygienic, the resident(s) of that Room/Flat will be requested to thoroughly clean the Room/Flat.

Upon vacating a Room/Flat it must be left in the same state of cleanliness and repair as it was on the first day of occupation by the resident considering fair wear and tear and taking into account any notice the resident submitted to Village Management, Village Staff and Village Security in accordance with Rule 4.

Village cleaners may inspect Rooms/Flats to ensure acceptable levels of hygiene and cleanliness are being maintained.

### **10. Computer and TV Infrastructure**

The computing infrastructure installed throughout the Village is an essential part of the Village and residents must not tamper with or remove any part of it.

Residents must adhere to the following protocols when using the Village data network:

- Only connect to the data port with the recommended cables and connections;
- Do not dismantle the data port;
- When connecting to the network, remember that others are doing likewise;
- Continually downloading large files may slow down the network and residents should be mindful of this;
- The network is not to be used for any criminal activity, including illegal downloading, port surfing or computer hacking;

Where a free to air television service connection is available residents must not tamper with or remove it.

Where the University owns/manages and maintains network and data provision, residents must adhere to the University's acceptable use policy documentation, found on the University's website.

### **11. Conduct Issues**

Residents and their guests in the Village are to show respect for order, property, morality and rights as members of the Village community.

Residents are responsible for their guests and will be held accountable for any breach of the Rules or misconduct by their guests.

### **12. Cooking**

Cooking is only permitted in kitchens in Flats or in Flat Common Areas where available. Residents must not leave any hot oil or cooking unattended.

Cooking equipment of any kind, including items such as hot plates, rice cookers, electric woks, kettles, toasters and frying pans are not permitted in Rooms.

Barbeque grills and charcoal fluid are a fire hazard and are not permitted inside buildings in the Village or outside on balconies, patios, decks, Property Common Areas or grounds without the approval of Village Management, Village Staff or Village Security, which can be withheld at its absolute discretion.

When using cooking equipment, residents are required to comply with any signage installed in kitchens. Failure to comply with such signage is likely to set off the smoke detectors which residents should avoid.

### **13. Damage or Loss**

Proper care must be taken of all Village property. Removal of any Village property from its designated location will be reported to the police.

Residents are responsible for all damage to or loss of Village property in their assigned Room and Flats. If the damaged or lost item was located in a Room then the resident of that Room will be held responsible. If the damaged or lost item was located within a Flat then all residents who reside in the Flat will be held responsible equally unless responsibility can be attributed to a specific person.

Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which their guests cause.

#### **14. Decorating Rooms and Flats**

Murals are not permitted to be painted on any surface in the Village.

Most adhesives will remove paint. Please do not fix adhesive decorations to the ceiling or elsewhere in your Room/Flat and do not use tape of any nature. The use of nails or screws will damage the walls and the paint and is prohibited.

Posters may be used to decorate Rooms and Flats but only affixed to the noticeboards where provided.

#### **15. Disabled Access**

A number of the Rooms, Flats and buildings within the Village have been fitted with facilities to assist persons with disabilities. Interfering with or blocking these facilities in any way is prohibited.

#### **16. Misconduct**

Misconduct is an action or series of actions that breach your Licence or Assured Shorthold Tenancy Agreement (including these Rules), any laws or any other generally accepted standard of behaviour. Depending on the nature of a resident or guest's misconduct, Village Management, Village Staff or Village Security is entitled to take any action deemed necessary and reserves the right to refer any occurrence of misconduct to the University and/or the resident's respective educational institution and/or the resident's Guarantor and/or the police if in their absolute discretion they determine that course of action is appropriate.

Except in circumstances where Village Management, Village Staff or Village Security do not consider it feasible (at its absolute discretion) for a resident to retain the right to reside in the Village, a warning by email or in writing will describe the unacceptable behaviour, the right of Village Management, Village Staff or Village Security to require the resident to leave the Village and the steps which the resident must take to avoid further action.

In circumstances of serious misconduct (including, without limitation, criminal damage), as determined by Village Management, Village Staff and Village Security at its discretion, Village Management, Village Staff or Village Security is not required to give any prior warning or notice of its intention to seek to terminate a resident's Licence or Assured Shorthold Tenancy Agreement except if to do so would breach a specific term of the Licence or Assured Shorthold Tenancy Agreement or any legislative requirements.

A resident required to leave the Village for disciplinary reasons will not ordinarily have the opportunity to return to their Room/Flat except via prior arrangement with Village Management, Village Staff or Village Security and then only to collect the resident's possessions and under the supervision of Village staff.

In the event that a resident is asked to vacate a Room for disciplinary reasons, no fees will be refunded.

If a resident has had their Licence or Assured Shorthold Tenancy Agreement terminated and been asked to leave the Village, the Owner reserves the right to refuse to accept an application for residency in the Village or any Village operated by Campus Living Villages, from that resident in the future for such time as it sees fit.

#### **17. Drugs**

The possession, cultivation, usage, or selling of any psychoactive substances, non-prescribed or illegal drugs and/or the possession of any equipment to aid the use, distribution or production of psychoactive substances, illegal drugs or substances is prohibited.

A distinct and persistent smell of cannabis in a room/flat is considered by Village Management, Village Staff or Village Security to be indicative of drug use, regardless of whether or not drugs being found in the room/flat

Any breach of this Rule, in any form, by a resident is considered serious misconduct and as a consequence Village Management, Village Staff and Village Security reserves the right to terminate a resident's Licence or Assured Shorthold Tenancy Agreement and also report the incident to the police, unless stated otherwise in a separate policy agreed with the partner University.

#### **18. Electrical Equipment in Rooms**

To prevent overloading electrical circuits and to conserve energy, please limit electrical equipment in Rooms. These items must be maintained in good and clean operating condition. Appliances with open heating elements such as hot plates and electric heaters are prohibited In Rooms and Flats unless provided by Village Management, Village Staff or Village Security. Students are responsible for obtaining PAT certification for their electrical appliances.

## **19. Electrical Safety Reminders**

Residents must comply with the following fire and safety policies which are intended to prevent injuries in the Village and to ensure compliance with health and safety regulations:

- Never modify a plug including by bending or removing prongs;
- If plug prongs break off and remains in the receptacle slots after insertion or withdrawal, do not attempt to remove them, contact the Village administration office for assistance;
- Extension cords should only be used when absolutely necessary and only on a temporary basis. If you must use an extension cord, we recommend using a multiple outlet power strip equipped with an internal circuit breaker. If you discover any faulty electrical equipment, please report this to the Village administration office;
- Do not “daisy chain” extension cords and/or power strips – meaning plugging one into another;
- Large appliances are not permitted in Rooms; and
- Promptly dispose of and replace frayed or damaged extension cords.

## **20. Emergencies**

You will find all the numbers to be called in the event of an emergency in the Village Guide.

For any life-threatening emergency call ‘999’ to summon fire, police and ambulance services.

False alarms waste the time of emergency services and Village Management, Village Staff or Village Security and may result in disciplinary action.

You are responsible for familiarising yourself with the location of alarms and fire fighting equipment in your Room/Flat and in the Common Areas of the Property in which your Room/Flat is located, and with the emergency procedures for the Village. Fire safety information is posted in all Rooms/Flats.

## **21. Evacuation**

Evacuation maps are posted in various parts of the Village indicating your location in relation to the nearest exit and steps to take to vacate the premises. You must familiarise yourself with the location of all exits from your Room/Flat and the Property in which your Room/Flat is situated and attend when required by Village Management, Village Staff or Village Security, fire awareness programs and participate in any fire and evacuation drills which take place at the Village. Evacuation maps are part of the fire equipment of the Village and must not be tampered with.

In the event of an evacuation, please report to your Property’s assigned emergency assembly point for further instruction. Do not use lifts in the event of an evacuation.

The Village is regularly inspected by the fire brigade for safety and fire code compliance. Residents are required to keep Common Areas clear of any items which may affect safe egress from the Property. Whenever Village Management, Village Staff or Village Security encounter these obstructions or are informed of their presence, they will proceed to remove the obstructions without prior warning.

## **22. Exit Signs**

Exit signs have been located throughout the Village for the personal safety of residents and visitors. Exit signs are not to be tampered with, disconnected or removed. Playing of ball games in Rooms, Flats, Common Areas and the Property Common Areas could potentially damage exit signs and is therefore prohibited.

## **23. Fire Alarms**

Never assume that a fire alarm goes directly to the fire brigade. Always call ‘999’ in an emergency situation where smoke or flames can be seen.

Never shower with your bathroom door open as excessive steam can set off a fire alarm. Never place clothing or other items on your heater.

## **24. Fire Equipment**

Fire blankets and/or extinguishers are located in all kitchens. These are to be used for small fires only such as stove top fires where oil has ignited. Used fire blankets/extinguishers must be returned to the Village administration office for immediate replacement.

Fire equipment that is not in working order jeopardises the safety of all residents and as such Village

Management, Village Staff or Village Security will regularly be checking all fire equipment including fire extinguishers and hoses, fire alarm boxes, smoke detectors, exit signs and evacuation maps.

It is against the law to tamper with fire equipment including removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Residents may be subject to possible criminal penalties and further action which may include termination of a resident's Licence or Assured Shorthold Tenancy Agreement.

## **25. Fix-it Requests and Repairs**

The Village has a substantial asset management and maintenance schedule, which is continually being implemented, to ensure that the Village is maintained in an excellent condition.

All maintenance in the Village is carried out by suitably qualified tradesperson who will be identifiable by name badges or contractor passes.

All requests for repairs or replacements in your Room/Flat can be submitted via email or the online portal. Requests are processed Monday to Friday by the Village administration office. Residents should report any problem which they believe constitutes a safety or security risk to the Village administration office immediately.

Depending on the nature of the problem, Village Management, Village Staff or Village Security will do their best to ensure that urgent repairs are dealt with immediately. This may not always be possible due to the availability of contractors and parts required for repairs.

Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item in the Village nor are they permitted to contract with any third party for such repairs without the prior agreement of the Operator.

## **26. Flyers**

Flyers and posters may be posted only after they have been approved by Village Management, Village Staff or Village Security and then only at approved locations or on bulletin boards throughout the Village.

## **27. Furniture**

Furniture in a Room/Flat is to remain in that Room/Flat. It is not to be moved to another Room/Flat nor moved outside, even on a temporary basis.

## **28. Rubbish Disposal and Recycling**

Residents are responsible for the frequent removal of all rubbish from their Rooms and Flats. Multiple rubbish bins are available for you to throw away your rubbish. Residents are responsible for ensuring rubbish is placed in the appropriate rubbish and recycling bins.

In the interest of hygiene and aesthetics please do not place rubbish adjacent to or on top of rubbish bins. There are ample bins within the Village to cope with the garbage from all residents. Residents should not leave garbage outside their Rooms or Flats.

## **29. Grounds and Gardens**

Please help in keeping the Village free of litter by using the trash receptacles provided. Residents must not remove, damage, cut or break any foliage off plants or trees.

## **30. Hazardous Material**

Hazardous materials including automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be used or stored in or around the Village because of the safety risk to you and other occupants of the Village.

Do not pour motor or any other oil or any other hazardous material on the ground or down any drain. Motor oil is a hazardous waste material and cannot legally be recycled or discarded at the Village.

## **31. Heating**

In the interests of safety, heaters with an exposed element and small fan heaters are prohibited within the Village.

Please use common sense when using the supplied heaters. Do not leave heaters on when you leave your Room/Flat. Do not place any items of clothing or any other article over or close to a heater.

### **32. Indoor Plants**

Indoor plants are permitted in Rooms and Flats, but residents are reminded to be mindful of the needs of co-residents.

Residents must not water plants in the showers or sinks as this can create plumbing problems. All indoor plants must be placed on trays or other receptacles to avoid staining carpets.

### **33. Inspections and Property Condition Issues**

Subject to complying with the notice provisions in Rule 46, Village Management, Village Staff or Village Security reserves the right to enter any Room/Flat:

- in the case of an emergency;
- at any time between terms;
- for the purpose of room inspections, maintenance, fumigations or repair; or
- if requested to do so by a resident.

Residents must not change any lock or place any additional locks on any door to their Room or any other doors within their Flat.

Inspections of Rooms/Flats are undertaken to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained and enable planning for renovation or refurbishment projects.

### **34. Insurance**

Residents' possessions are automatically insured.

Under our current Endsleigh insurance policy, certain residents' possessions such as desktop and laptop computer equipment are insured.

Residents can review the policy details at [www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover) by typing in policy number HH1225 or search via Accommodation Provider.

Residents should find out exactly what is covered, as residents may find that the contents cover is not sufficient and cover should be extended to protect all possessions both inside and outside of the Room.

### **35. Keys/Swipe Cards**

Residents will be issued with Keys and/or Swipe Cards, which enable access to their Room/Flat and to Village Common Areas.

Swipe Cards, Fobs and Keys that are lost or damaged must be reported to the Village administration office immediately and with appropriate identification, a resident will be issued with a new Swipe Card, Key or Fob which may incur a reasonable charge. If your Swipe Card, Fob or Key is faulty please return it to the Village administration office and it will be replaced at no charge if the fault is a manufacturing defect.

Keys may not be duplicated and only Village Management, Village Staff, Village Security or a duly appointed locksmith can alter or repair a lock.

If you have yourself out of your Room/Flat or if you have damaged the lock to your Room/Flat, you will need to verify your identity at the Village administration office prior to access being granted to your Room/Flat. In order to do this, please bring photo ID with you to the office.

If you are locked out of your Room/Flat after hours contact Security officer or the Duty Manager. Security has master keys with which to open your Flat/Room door.

Residents must keep their Room door locked when they are not in their Room/Flat.

### **36. Kitchens**

Residents must clean the kitchen appliances in the Village after each use.

If a resident becomes aware that a kitchen appliance requires maintenance, they should advise Village Management, Village Staff and Village Security via email or the online portal.

Faulty appliances will be repaired at no charge where the appliance is faulty and the resident has not caused the fault.

### **37. Laundry**

Residents can make use of the Village laundry facilities as an additional service (charge payable locally). Residents can access the Village laundry facilities 24 hours a day. Residents are expected to provide their own washing supplies and must ensure that they leave the area in a tidy state. Any laundry left in the Village laundry facilities which is not claimed within 7 calendar days will be deemed abandoned and will be donated to a local charity.

The Village is not responsible for any damage caused to clothes or other items resulting from the use by residents of the Village laundry facilities.

**38. Lighting**

Any light fixture provided by a resident in addition to existing lighting must not exceed 60 watts per fixture.

Residents are not permitted to repair or replace permanent light fixtures in their Room/Flats under any circumstances.

As a matter of safety we ask residents not to change light bulbs themselves, but to report blown bulbs via email or the online portal.

**39. Mail and Communications**

The primary means of communication within the Village is by email, so it is important that you inform Village Management, Village Staff and Village Security immediately of any changes to your email address.

General notices will also be posted around the Village.

Residents wishing to receive mail should use the mailing address listed on [www.campuslivingvillages.co.uk](http://www.campuslivingvillages.co.uk). Where available, parcels delivered will be kept at the Village administration office and residents will either be informed via a note placed into post boxes or under their door, or via email notification where applicable.

Village staff will not sign for any deliveries on a resident's behalf, except in circumstances where a resident has specifically requested and authorised in writing Village Management, Village Staff or Village Security to do so under no circumstances will the Village be responsible for any item delivered.

Where management believes any delivery to contain a banned item or items, or hazardous material they will refuse to accept that delivery and the resident will be informed. Should the banned item be identified after being signed for by management, the delivery will be immediately returned to sender and the resident notified.

It is a resident's responsibility to regularly check their mail box. Any mail not collected within 10 business days of its delivery may be returned to sender by Village Management, Village Staff or Village Security.

**40. Maintenance Emergencies**

If there is an emergency situation such as a flood, a shower that won't turn off, a Room door that won't lock, etc. please call reception during office hours. If it is out of office hours, please contact Security / the Duty Manager and ask for assistance. All other requests for maintenance/repair should be submitted via a "fix-it request" by email or the online portal.

If you submit a "fix-it request", you are deemed to have given Village Management, Village Staff and Village Security permission to immediately enter your Room/Flat to carry out the requested maintenance/repair. Any questions or concerns about after hours' emergency response should be directed to the Village administration office.

**41. Management Access to Rooms**

By signing a Licence or Assured Shorthold Tenancy Agreement, residents agree to give access to Rooms/Flats on the following basis:

<b>Purpose of Entry:</b>	<b>Minimum Notice which must be given to you</b>
In an emergency,	Without notice

fumigation or for urgent repairs	
To carry out repairs and maintenance which you have requested	Without notice
To carry out general repairs and maintenance	48 hours
To inspect the Room/Flat	48 hours
To show the Room/Flat to prospective residents and/or on University Open Days	48 hours, but the Room/Flat can during the last 14 calendar days of your occupancy and on University Open Days be shown a reasonable number of times after such notice has been given.
If Village Management, Village Staff and Village Security has reason to believe that you have abandoned the Room	Without notice
If Village Management, Village Staff and Village Security suspects that a person other than you is residing in the Room or the Flat Common Areas	Without notice
If Village Management, Village Staff and Village Security suspects that you or a person in your room breaches Rule 21 in relation to drugs or any other rule that amount to serious misconduct.	Without Notice

Where notice is required to be given pursuant to the above, Village Management, Village Staff or Village Security will not be able to specify the exact time or day that access will be required but rather a time period in which the entry may take place.

#### **42. Modifications to Rooms, Flats and Property**

Modifications to Rooms, Flats or any other part of the Village such as installing shelves or hooks, adding new light fittings, changing light fittings, painting or repainting, removing window opening restrictors, or altering permanent fixtures are not permitted without the prior written approval of Village Management, Village Staff or Village Security.

#### **43. Moving Out Procedures**

Prior to the end of the academic year all residents will be requested to confirm the date they will be vacating their Room/Flat (the "**vacation date**") which must be prior to or on the Termination Date.

If a resident subsequently wishes to change their vacation date (to a date which is no later than the

Termination Date) they must submit a written request to Village Management, Village Staff and Village Security who may allow the resident to occupy the Room/Flat until the newly requested vacation date subject to; signing a new agreement, being up-to-date with all payments due from them to the Owner under the Agreement, and if the Room has not been allocated to an alternative resident for the relevant period.

Residents must comply with the following procedures and requirements whilst moving out of their Room/Flat in addition to any other reasonable requirements posted by Village Management, Village Staff or Village Security:

1. All residents will be assumed to be vacating their Room/Flat on the Termination Date
2. Prior to vacating a Room/Flat all fees and charges payable by the resident under the Licence or Assured Shorthold Tenancy Agreement must be paid in full, or arrangements satisfactory to Village Management made for their payment;
3. Subject to prior/alternative arrangement, Village staff will inspect Rooms/Flats with a reasonable time period following the vacation date and before the Rooms/Flats are reoccupied;
4. Upon vacating a Room/Flat it must be left in the same state of cleanliness and repair as it was in on the first day of occupation by the resident considering fair wear and tear and taking into account any notice the resident submitted to Village Management, Village Staff and Village Security in accordance with Rule 4;
5. All furniture and fittings within the Room/Flat must be left in the appropriate rooms; and
6. All personal belongings must be removed from Rooms/Flats by 10:00am on the vacation date at the latest.

#### **44. Noise**

Every resident is responsible for the maintenance of good order and reasonable quietness in their Room/Flat and Flat Common Areas.

Residents must at all times show proper regard for others and radios, televisions, stereos, musical instruments and other audio equipment should be adjusted so as not to disturb other residents of the Village.

#### **45. Obscene, Harassing or Discriminatory Behaviour**

Village Management, Village Staff and Village Security is committed to ensuring that anyone who is part of the Village community treats, and is treated, at all times fairly, equally and with respect, in an environment which is free of harassment, bullying, discrimination and any objectionable conduct. All people have the right to be treated with dignity and respect, regardless of their sex, marital or civil partner status, pregnancy, race, colour, ethnic or national origin, religion or belief, physical or mental disability, age, political beliefs, family responsibilities, parental status, sexual orientation, industrial activity, gender identity or physical features.

The Village has a "Zero Tolerance Policy" with respect to discrimination, harassment and bullying of any kind.

The Village considers harassment to be any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of affecting an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Bullying is defined as any unsolicited or unwelcome act that humiliates, intimidates or undermines the individual involved. Acts of bullying (and harassment) do not necessarily take place face to face, but may also be by written communication, email and online, phone or other means. No form of bullying will be condoned at the Village.

Residents are reminded that it is not the intention of the harasser but how the recipient perceives their behaviour, which determines whether harassment has occurred.

The Village will investigate thoroughly and resolve appropriately any complaint of harassment or bullying received.

The Village recognises the sexual, sexual orientation, racial, ethnic, political belief and other harassment policies of the University, details of which can be found on the University's website.

Residents who have been victim of any form of harassment are advised to contact the University's health and wellbeing service for support.

#### **46. Overnight Guests and Unauthorised Occupancy**

Whilst Village Management, Village Staff and Village Security does not encourage overnight guests it is understood that on occasion this will occur. Residents are permitted to have guests for short periods of time with the approval of the other residents of the flat of which the Room forms part. Extended visits are not permitted and residents must not in any circumstances allow any other person to reside in the Flat Common Areas.

To ensure compliance with fire and safety regulations, and in consideration of the rights of other residents of a flat of which the Room forms part, the following procedures must be followed:

- All guests must be pre-approved with 24 hours' notice given, no new guests will be allowed access to the accommodation outside of office hours if not already pre-approved. The Village Management, Village Staff and Village Security reserve the right to refuse access for any guests;
- All residents of a flat of which the Room forms part must be aware of a guest staying overnight and have their given approval to this;
- A guest must be registered at the Village administration office; both resident and guest must leave their valid photographic identification e.g. passport, driving licence, national or international identity card, University Student identification card, and take their guest pass. All guests must be met by the resident and signed in at reception.
- A guest must be accompanied at all times by a resident and must never be given a Swipe Card, Fob or Room key; and
- A guest cannot stay more than two nights in any given period of seven days, and this cannot be in subsequent weeks

A guest must leave the Village immediately if requested to do so by Village Management, Village Staff or Village Security whether or not the above procedure has been followed.

Residents must ensure that any guest or other person who is in the Village at the invitation of the resident or in the resident's company complies with the Rules and any reasonable directions given by Village Management, Village Staff or Village Security and does not do anything which a resident is prohibited from doing under the Rules and their Licence or Assured Shorthold Tenancy Agreement. Breaches of the Rules will be recorded as a violation of the Licence agreement of the resident, who is responsible for the guest in question.

All residents, visitors and guests must be compliant with the 'Village Visitor and Guest Policy' (where this exists in your Village).

#### **47. Parties and Special Events**

If a number of Residents or a flat has a party or other event, residents are expected to clean up immediately following the event including spills, stains, removal of rubbish, restoring furniture to its proper configuration, vacuuming and cleaning surfaces. Liquids left on any surface overnight may cause extensive damage.

A party request form must be completed and authorised by Village Management, Village Staff or Village Security prior to any party or event held in either a flat or a Property Common Area.

#### **48. Pest Control**

Good housekeeping is very important. Please ensure that food is not left out or uncovered. It is unhealthy and attracts insects and other pests.

The Village employs a pest control company to carry out routine treatments. This company will only use chemicals that are permitted by law and which comply with UK Standards as applicable.

#### **49. Pets**

No pets, including fish, may be kept in the Village. Additionally, residents are not permitted to bring animals into the Village. This Rule does not apply to the extent that it restricts the keeping of a guide or assistance dog recognised by the relevant agencies.

#### **50. Political and Religious Views / Solicitation**

No resident has the right to force their opinion or views on any other individual in a way that is intrusive, abusive, offensive or which causes physical or emotional harm or distress, and no individual may be discriminated against, treated differently or oppressed because of their religion and/or beliefs.

Solicitation includes any uninvited or unwanted attempt to make contact with a resident for the purpose of promoting religious or political beliefs, engaging religious or political views, or encouraging the purchase of items or tickets to an activity or event, or membership to a club or organisation. Solicitation is prohibited in the Village and any individual who after investigation, is suspected of having been involved in such activities, will be subject to disciplinary action at the discretion of Village Management, Village Staff and Village Security.

### **51. Privacy**

All residents are entitled to privacy and quiet enjoyment in their Rooms and Flats, both from Village staff and other residents. Residents must be respectful of noise levels and allow other residents the degree of privacy they desire.

When entering another resident's Room or Flat please knock on the door and do not enter uninvited.

### **52. Project Work**

Residents must not use cutting knives or equipment on furniture, counters, tables and other surfaces as this can cause permanent damage. If a resident has a project that requires use of a sharp implement, then they must acquire and use a piece of appropriate material to cut on.

Residents must ensure that they thoroughly protect surfaces if painting posters or other projects to avoid staining walls, floor coverings, carpet and other surfaces.

### **53. Recreational/Social Facilities**

If the Village contains recreational facilities they are for the use and enjoyment of all residents of the Village. Non-residents, if they are registered with the Village administration office, are also allowed to use the recreational facilities but only if accompanied by a resident. Village Management, Village Staff and Village Security does not encourage the use of the Village's recreational facilities by non-residents on a regular basis and reserves the right to restrict non-resident use.

Residents who use the BBQ (if one is provided at the relevant Village) must keep it tidy and clean it after each use.

### **54. Roofs**

The roofs of buildings in the Village are not constructed for pedestrian traffic. Residents must not go onto the roof of any buildings in the Village for both their own safety and to avoid damage.

### **55. Running a Business from the Village**

Residents are not permitted to conduct a business of any description from their Room, Flat or any other part of the Village.

### **56. Smoking**

Smoking of any substance is prohibited in all Village buildings. Violation of this policy may, at the discretion of Village Management, Village Staff and Village Security, result in further action. The use of e-cigarettes or vapour cigarettes is also prohibited.

Smoking of cigarettes is permitted outside of Village buildings. Smokers must dispose of their cigarette butts in the ashtrays/receptacles provided. Smokers must be mindful of not smoking near an open window.

Residents who wish to stop smoking should contact the University health and wellbeing service for assistance.

### **57. Student Records**

Village Management, Village Staff and Village Security are bound by the Village "Privacy Policy", a copy of which can be obtained from the Village administration office or the Campus Living Villages website.

In signing your Licence or Assured Shorthold Tenancy Agreement, you have authorised Village Management, Village Staff and Village Security to liaise with the University or your respective educational institution to verify that you are a student of theirs.

It is a resident's responsibility to ensure that Village Management, Village Staff and Village Security has their up to date personal details. Residents can update their personal details held by the Village by contacting the Village administration office or by updating them in the portal. By providing your emergency contact details you also authorise the Village Management, Village Staff and Village

Security to liaise with your emergency contact person in such circumstances that the Village Management, Village Staff or Village Security consider an emergency, such as prolonged unreported absences (missing person) or life-threatening injuries.

In order to properly administer student services, welfare and debt management, the Operator may share relevant Tenant information with your University or debt management agents.

### **58. Summer Letting and Storage of personal belongings generally**

Where it applies, residents who vacate their Rooms in the summer period or on the Termination Date must remove all personal belongings from their Room/Flat unless otherwise agreed directly with the Owner or the Operator (at their sole discretion).

There is no guarantee that on returning from the summer break a returning resident will get the same Room or Flat as they had in the previous year which emphasises the need to remove everything from a Room/Flat, including all Flat Common Areas.

### **59. Trespassing**

Unauthorised persons (including non-residents, uninvited visitors or any other person(s) deemed to be unauthorised by Village Management, Village Staff or Village Security at its absolute discretion) will be asked to and must leave the Village.

Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be asked by Village Management, Village Staff or Village Security to leave the Village and if they do not leave the Village they will be trespassing.

Unauthorised persons and residents who have been asked to leave but have not left the Village after having their Licence or Assured Shorthold Tenancy Agreement terminated will be trespassing.

Village Management, Village Staff and Village Security reserves the right to report all trespassers to the police, and exclude persons from all Campus Living Villages sites indefinitely.

### **60. Utilities**

Village Management, Village Staff and Village Security monitors utility usage throughout the Village on a continual basis, and maintains practices in an attempt to keep utility charges to an absolute minimum. In order to ensure that utility charges remain low Village Management, Village Staff and Village Security requests that residents keep their utility use to a minimum. Room and Flat lights and other electrical equipment should be turned off when not needed.

Showers and other water usage should be of a reasonable duration.

Subject to the Licence or Assured Shorthold Tenancy Agreement, Village Management, Village Staff and Village Security reserves the right to review the utility charges throughout the year, if we find that usage increases considerably.

### **61. Vacuuming**

Vacuum cleaners are either provided in all of Rooms/Flats for use by residents or are available for loan from the Village administration office/security. Please respect other residents by returning the shared vacuum cleaners in a timely manner.

Vacuum cleaners must be checked regularly by residents and emptied after each use. If a resident notices that a vacuum cleaner is in need of repair they must advise the Village administration office by submitting a "fix-it request".

### **62. Village Greens/Courtyards**

The Village greens/courtyards are for the use and enjoyment of all residents of the Village. Ball games such as rugby, football and cricket can be disturbing to other residents. Residents taking part in these types of games must consider the rights and needs of other residents. If a resident is directed to cease playing these types of games by Village Management, Village Staff or Village Security they are to do so immediately.

### **63. Visitors**

A visitor is defined as a person who is meeting with a resident for a short period of time, while a guest is defined as a person who is staying overnight with a resident in accordance with the Rules.

All visitors must be met by the resident and signed in at reception.

All visitors must be accompanied at all times by the resident who has signed them in.

**64. Weapons/Firearms**

The possession of weapons (sword/knives etc.) or firearms (guns etc.), whether imitation or real, by a resident and/or their guests within the Village, is forbidden. If a resident is found to be in possession of a weapon or firearm, Village Management, Village Staff and Village Security will telephone the Police.

**65. Wheelchair Access**

Wheelchair ramps, curb cuts, and entry ways must remain clear at all times to allow residents and others who use wheelchairs free access to their Rooms/Flats and other areas of the Village. Items blocking wheelchair access may be removed.

**66. Gymnasium**

If the Village provides the use of a gymnasium, it is for the use and benefit of residents only. Residents use the gymnasium at their own risk at all times and the Owner and Operator accept no liability for any injury from the use of the gymnasium or the gymnasium equipment. Any resident wishing to use the gymnasium, must contact the Village reception.

**67. Window opening restrictors**

The window opening restrictor system is for your safety and must not be interfered with or removed. Items of rubbish must not be discarded by throwing them out of the windows.