



**Accommodation
General Regulations
2022/23**

**This document includes important
information about your rights and obligations when
living in UCL Accommodation**

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SECTION A – UCL ACCOMMODATION PROMISE

UCL Accommodation strives to offer welcoming, comfortable and secure accommodation. We are committed to providing a supportive and friendly environment for all students, staff and visitors who use our services. Living in university accommodation is a community experience that the vast majority of students enjoy. Regulations are necessary to ensure the smooth operation of UCL accommodation. In essence, the Accommodation General Regulations (the ‘General Regulations’) (set out in Section C of this document) are built around a few general principles:

Behavioural manner that shows respect for your fellow residents, staff and visitors; being particularly mindful of the rights of the community.

SECTION B – LICENCE AGREEMENT

(xvi) You enter Prohibited Areas (as defined in Regulation 13 of the General Regulations) and or take action likely to cause injury or impair the safety of others (Regulations 12, 13 and 15 of the General Regulations)

(b) giving you at least 14 days' written notice, if you cease to be a student at UCL. Similarly, if you withdraw or intermit from your studies at UCL, you are required to leave your Accommodation within 14 days of the date of your withdrawal or intermission from UCL. If you choose to leave UCL you will continue to be held liable for accommodation fees until the later of

- (i) the date you leave your Accommodation and return your keys; and**
- (ii) the date that official confirmation is received from Student Records that you have withdrawn or intermitted from UCL.**

(c) giving you reasonable written notice if

- (i) you are the subject of disciplinary proceedings pursuant to the Disciplinary Code; or**
- (ii) you are subject to a criminal investigation; or**
- (iii) you receive a criminal conviction**

and UCL reasonably considers following a risk assessment that because of your behaviour; to protect your well-being or the well-being of others or to prevent damage to the Accommodation and or the building in which your Accommodation is located, it is necessary to terminate your right to occupy the Accommodation

(d) giving you reasonable written notice if you are subject to precautionary measures including suspension from UCL and or exclusion from all or any UCL premises pursuant to the Disciplinary Code and it is therefore necessary to terminate your right to occupy the Accommodation

(e) giving you reasonable written notice if you are subject to a disciplinary decision (including but not limited to a decision of the Registrar or the Discipline Committee) pursuant to the Disciplinary Code that necessitates a termination of your right to occupy the Accommodation

(f) giving you written notice of not less than 7 days if you do not arrive at the Accommodation by the end of the first week of the start of the licence period set out at clause 2 above and have not notified UCL that you will be arriving late in accordance with Regulation 24 of the General Regulations.

(g) giving you reasonable written notice of not less than 14 days if you cease to be a full-time student at UCL. For the avoidance of doubt UCL will only provide accommodation for full-time students. If UCL is notified that your status has changed to part-time or your

fees until the end of the third term for invoicing purposes, which is 24 June 2023 (13 September 2023 for a 50/57 week contract)*.

(c) During the remaining terms

your invoice. Your accommodation fees will not be reduced to take account of any periods when you did not occupy your Accommodation

Accommodation fees may be paid by the following methods:

All major credit cards labelled Visa or Mastercard Diner's Club, American Express, Discovery and JCB

To pay online visit <http://www.ucl.ac.uk/payonline>. You will need your UCL Student Number which is quoted on all communications. UCL sends you Bank transfer to the UCL Residences Account (accept University College London if prompted), account number 70116009 Barclays Bank Plc, 6 17 Tottenham Court Road, London, W1T 1BH, sort code 20 10 79 IBAN number: GB77 BARC 20 10 79 70 11 60 09 SWIFT number: BARC GB 22 or BARC GB 22XXX. Quote your name and UCL Student Number and send proof of transfer to accommodationfinance@ucl.ac.uk. Bank transfers are subject to variable bank charges by both the sending and receiving bank. These charges must be paid by you.

As part of the offer accept process to secure your place in UCL accommodation, you are required to pay a deposit of £250 by the deadline stated in your offer email. The deposit will be deducted from your first invoice for your accommodation fees.

(b) Non-Payment

If you are unable to pay you MUST inform the site office of your Accommodation of your circumstances to see if a payment plan is appropriate (but please note there is no obligation on UCL to agree any such plan).

result of action or inaction by UCL or its contractors in accordance with the provisions of Regulation 27 and Regulation 28 of the General Regulations

(v) for compensation in the event that there is a catastrophic failure of services or the destruction/impeability of part of your building necessitating closure in accordance with the provisions of Regulation 27 and Regulation 28 of the General Regulations.

Claims for compensation under clauses 6(a)(v) or (vi) must be made in writing in accordance with the provisions set out in Regulation 27 and Regulation 28 of the General Regulations.

6(b) Subject to clause 6(a) above, in accordance with the provisions set out in Regulation 27 and Regulation 28 of the General Regulations, UCL is not liable for:

(i) theft of, or damage to any of your property or the property of your invitees to your Accommodation and/or the building of which your Accommodation forms part where such theft or damage is not caused by the negligence or wilful actions of UCL (for example where a third party steals or damages your property), or to the extent it exceeds the limitation under clause 6(a)(iv) above;

(ii) any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by you or your invitees to your Accommodation and/or the building of which your Accommodation forms part in the exercise or purported exercise of the rights granted by this Licence Agreement to the extent that such matters are caused or contributed to by you or your invitees acting negligently, wilfully or recklessly in disregard of the terms of this Licence Agreement;

(iii) compensation for noise caused by building works or maintenance works and/or for changes resulting from such works, in facilities provided; or

(iv) compensation for a lack of service or amenity where the individual(s) affected is/are aware of but has/have failed to report as soon as reasonably possible, in writing a fault to the Accommodation Manager; or where a fault or interruption of service has been caused by acts of vandalism by you or your guests.

7 MISCELLANEOUS

(a) A person who is not a party to this Licence Agreement shall not have any rights under the

this Licence Agreement or its subject matter or formation

(d) Other than where this Licence Agreement explicitly provides otherwise all letters and notices sent under the terms of or in accordance with the provisions of this Licence Agreement need to be sent as follows (in order for the letters or notices to be deemed to be received):

- i UCL to you will be properly served if they are delivered to you by hand, first class post, or special delivery at the Accommodation and/or the address you provide to us when applying to us for the Accommodation (or such other address that you have notified UCL of in writing);**
- ii you to UCL will be properly served if left or sent to UCL (by first class post or special delivery) at 117 Gower Street, London, WC1E 6AP (or such other address that UCL has notified you of in writing).**

(e) A notice sent by the following means is to be treated as having been received

- i if delivered by hand, on the day of delivery, or**
- ii if sent by first class post or special delivery, on the first working day after posting**

(f) You agree to notify UCL of any change to the address you provide to us when applying to us for the Accommodation by contacting the Accommodation Office.

(g) You agree to pass on to us immediately any statutory letters or notices served on you by a third party (i.e. not UCL) that relate to your Accommodation

SECTION C – ACCOMMODATION GENERAL REGULATIONS

Please refer to the Glossary at the end of the General Regulations when reading the General Regulations. The Glossary contains definitions and useful further information

1. Emergencies in Halls

The site office is open 24/7. Contact the Site Team for assistance with any urgent problems. The contact number for the Site Team will be displayed in the reception area of your Halls. Persistent

4 Inventory

A room inventory of fixtures and fittings is provided in your pre-arrival inspection to document the condition of your Accommodation at the start of your Licence Agreement; this may be online via the Portal or in paper form. You are required to review on the Portal (or return a paper copy) within 1 week of arrival and confirm agreement with the room condition. You are under an obligation to return the Accommodation subject to the Licence Agreement in a condition equivalent to that found at the start of your Licence Agreement. You must not cause damage to your Accommodation and/or the furniture, equipment and fixtures and fittings in it. Any damage, save for reasonable wear and tear, will be the financial responsibility of the resident in accordance with clause 5(e) of the Licence Agreement and where you cause damage to your Accommodation and/or the furniture and equipment in your Accommodation such that it is not reasonably usable for residential purposes your Licence Agreement may be terminated. You must leave the furniture, furnishings and other contents of your Accommodation listed in the room inventory in your Accommodation throughout your Licence Agreement.

Fixtures and fittings should not be unscrewed from the wall and moved. Carpets and other floorings should not be pulled up. Please note that the cost of any repairs or replacements required as a result of ignoring this request will be charged to you.

You must not cause damage to the Halls (including any communal areas within Halls) or to the furniture, equipment and fixtures and fittings in them. You may be charged for any damage (save for reasonable wear and tear) in accordance with General Regulation 19 and or your Licence Agreement may be terminated.

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5 Occup . ° tion 1 Ge 16r re2 im M

You are also responsible for the removal of waste to the area specified by the Site Team and for recycling paper, glass, bottles, and cans.

Your Accommodation and any communal areas will be inspected from time to time and if your Accommodation and/or any communal areas fall below an acceptable standard for health, safety and fire regulations, then they will be closed off, brought back up to standard and a charge may be levied against resident(s) for cleaning and/or repair (Section B – Licence Agreement, 5 Fees (e)).

Communal kitchens will be cleaned once a week by UCL Accommodation's cleaning contractor. The residents who use these facilities are responsible for keeping the communal kitchen clean between these visits and removing waste to the area specified by the Site Team. Any kitchens reported by the cleaning contractor to the site office as being at an unacceptable level of cleanliness will be inspected by the Site Team and the residents who use these areas will be provided with a warning to bring the area back to a

DO NOT WEDGE OR HOLD KITCHEN FIRE DOORS OPEN UNDER ANY CIRCUMSTANCES - KEEP FIRE DOORS CLOSED TO PREVENT UNWANTED FIRE ALARMS

15.4. Fire Alarms

Fire alarms are provided to give warning in case of fire, as smoke and fire can spread very quickly. Always leave the building immediately upon hearing the fire alarm by the nearest available exit (you should be familiar with your escape routes and Fire Assembly Point). To prevent accidental activation of smoke detectors

Do not

Smoking, including e-cigarettes and vape pens, is NOT permitted in Halls (or any UCL premises).

The use of candles, incense, fireworks or hookah pipes is NOT permitted in any Halls.

Always switch off all electrical appliances and lights when you leave your Accommodation at night unless they are designed to be left on.

Do not use paper light shades or paper masking on any light fitting.

Do not use plastic or wicker wastepaper bins.

damaged or frayed leads

coloured wire inside leads showing at the plug or anywhere else on the cord

melted plastic on appliance casings or leads

fuses that blow or circuit breakers that operate for no obvious reason

You should always use the correct fuse in fused plugs. Plugs in the UK are generally fitted with a 3A or 13A fuse.

When you are fitting or replacing a fuse, it is important to use the right fuse for the appliance to make sure the fuse does not overheat. Check the manual or look for a sticker on the appliance to find out its wattage and then use the right fuse. Always seek professional advice if you are not sure about what fuse to use.

You should know that the UK electrical supply is 230 Volts (

In addition to the Wardens and SRAs, UCL also has a free out of hours telephone counselling and information service - <https://www.ucl.ac.uk/students/support-and-wellbeing/evening-and>

£25 charge per person for a communal kitchen

There may be additional charges if the communal bathroom areas are left dirty. Items left in your

the Accommodation Manager (via the Hall email address) will be acknowledged within 3 calendar days and responded to fully in writing within 7 calendar days.

- 3 If you are unhappy with the response from the Accommodation Manager, you should submit the complaint in writing to the relevant Deputy Head of Operations including if you wish, the form of remedy sought. The relevant Deputy Head of Operations can be identified from the display on your Hall notice board; details can also be provided by the Accommodation Manager. In order for a complaint to be considered, it must be submitted to the Deputy Head of Operations no later than 7 calendar days from the receipt of the Accommodation Manager's response. If the complaint is received after this time, the Deputy Head of Operations will exercise discretion as to whether or not the matter in question is to be investigated. The outcome of your complaint will be issued to you in writing within 7 calendar days of the date you submitted the complaint to the Deputy Head of Operations.
- 4 If you are unhappy with the response from the Deputy Head of Operations you should submit the complaint in writing to the Head of Operations (whose details can be found at site or from the Accommodation Manager), who will review the complaint and the decision of the Deputy Head of Operations. In order for a complaint to be considered by the Head of Operations, it must be submitted to the Head of Operations no later than 7 calendar days after the decision of the Deputy Head of Operations is issued to you. If the complaint is received after this time, the Head of Operations will exercise discretion as to whether or not the matter in question is to be investigated. The outcome of your complaint will be issued to you in writing within 7 calendar days of the date you submitted the complaint to the Head of Operations.

Students can expect that UCL Accommodation will have completed its consideration of a complaint within 35 calendar days in accordance with the timeframes laid out above, but from time to time there may be valid reason for a delay, particularly in more complex cases. In such circumstances students will be informed of any delay.

31. Snow and Ice

The Site Team will arrange for snow and ice to be cleared and paths gritted around the Halls during office hours; this will include fire exit routes. Residents should remain vigilant during cold weather for snow and ice hazards.

32 TV Licensing

If you bring a TV you must also bring a licence. You are not covered by the licence in Halls for common room sets or by a licence held at your home address. You need a licence to use any television receiving equipment such as a TV set, set top boxes, video or DVD recorders, computers or mobile phones to watch TV programmes as they are being broadcast. For further information, go to <http://www.tvlicensing.co.uk/students>.

33 Parties

A small number of parties may be permitted during the year but only after the Site Team have been consulted and given general approval. Normally two weeks' notice is required for any party,

not registered with a doctor; or in a crisis, they can attend a

GLOSSARY

Accommodation	The study bedroom or such other type of accommodation as is occupied by you pursuant to your Licence Agreement
Site Team	Staff based at Halls to manage the building and support residents; their contact details are available on Hall noticeboards and at offices staffed by UCL staff 8am-7pm Monday to Friday
Adaptor	A type of plug which makes it possible to connect two or more pieces of equipment to the same electrical supply. A cubed adaptor is square shaped
Balcony	An area with a wall or bars around it that is joined to the outside wall of a building on an upper level
BluTack	A reusable adhesive commonly used to attach papers to walls or other surfaces
Deposit	A sum of money required to pay when accepting a place in Halls
Electoral Register	To vote in an election, you must be on the electoral register (also called electoral role). You can vote if you are 18, a British

Prohibited Areas	Prohibited Areas include, but are not limited to all roof areas, balconies, parapets, ledges, boiler rooms, electrical intake/riser cupboards, lift motor rooms, commercial kitchens (for Evans Hall and Ramsay Hall) and any other areas which have notices on access doors stating that there is a hazard within
SRA (Student Residence Advisor)	Postgraduate residents employed by UCL Support and Wellbeing to support students in Halls. Available by visiting reception or calling the SRA duty mobile.
Sublicence	To allow someone to license or use a room or flat which you are licensing from someone else
Swipe/ Access Card	A plastic card that you slide through a machine in order to be allowed into a building
Wardens	Live-in members of staff, representing Student Support and Wellbeing and supporting the SRAs.

