



# **Accommodation General Regulations 2023-24**

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 are committed to ensuring customers receive an excellent level of service and to respond to their feedback. We strive to apply the University's Accommodation eligibility criteria (which can be accessed at <https://www.ucl.ac.uk/accommodation/>), and any other applicable policies, fairly and consistently. We aim to provide a friendly and approachable service, actively listening to our customers and working with them to create a service based on mutual respect and understanding.

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:

Behave in a manner that shows respect for your fellow residents, staff and visitors; being particularly mindful of safety, security and peace of mind.

Respect the building you live in and its furnishings so that future generations of students can enjoy it.

Be aware of the regulations governing the terms of your occupancy and the payment of fees.

Be aware of UCL's Code of Conduct for Students <http://www.ucl.ac.uk/srs/academic-manual/c1/code-of-conduct>

Be aware of UCL's Disciplinary Code

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3. To be mindful of your behaviour. All staff and students deserve a working and studying environment where everyone is treated with equal respect and dignity.

Before your admission to UCL accommodation, you are required to accept and abide by the General Regulations and such other rules applicable to the accommodation that UCL may make from time to time and notify you about. Failure to abide by such rules and the General Regulations, could result in disciplinary action being taken against you in accordance with the Disciplinary Code and this Licence Agreement may be terminated, resulting in you needing to vacate the accommodation.

### **Important terms in your Licence Agreement and General Regulations**

The terms on which you are entitled to occupy your accommodation are set out in your Licence Agreement (Section B) and the General Regulations (Section C). You are advised to read the Licence Agreement and the General Regulations carefully before accepting an offer of accommodation.

Your **Licence Agreement** contains several important terms, including:

The obligation to pay accommodation fees (point 5 in your Licence Agreement, page 11).

The duration of your licence (point 2 in your Licence Agreement, page 7).

The grounds on which UCL may terminate your licence early, for example if you breach the standards of behaviour required by the General Regulations (point 3 in your Licence Agreement, page 9).

The circumstances in which UCL might require you to move rooms or relocate to other accommodation (points 2 and 3 in your Licence Agreement, pages 7, 8 and 9, and Regulation 43 of the General Regulations).

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Licence Agreement, including any storage costs, may be charged to your accommodation account.

During the term of your Licence Agreement UCL may require you to move to an alternative room where reasonably necessary in the interests of good estate management or as otherwise permitted under the terms of this Licence Agreement and the General Regulations, in accordance with Regulation 43 of the General Regulations.

This Licence Agreement is personal to you and is not transferable.

**\*2 January 2024** for students holding a Term 1 only Licence Agreement.



### 3 TERMINATION OF LICENCE AGREEMENT BY UCL

The licence granted by Clause 1 of this Licence Agreement may be terminated by UCL:

- (a) giving you at least 14 days' written notice if you are in serious or persistent breach of any of your obligations under this Licence Agreement or the General Regulations as updated from time to time, including, but not limited to:
  - (i) You cause damage to your Accommodation and or the furniture and or the equipment, fixtures and fittings in your Accommodation such that it is not reasonably usable for residential purposes (Regulation 4 of the General Regulations)
  - (ii) You cause damage to the building (including any communal areas) in which your Accommodation is located and/or to the furniture and/or the equipment, fixtures and fittings in the building (Regulation 4 of the General Regulations)
  - (iii) You commit an act of gross misconduct or engage in illegal activity, including but not limited to, sexual harassment or sexual violence, harassment, violent, threatening or offensive behaviour, vandalism and drug use (including substances defined under the Psychoactive Substances Act 2016) (Regulations 21, 22 and 40 of the General Regulations),
  - (iv) You misuse Fire Safety equipment, etc., including maliciously triggering the fire alarm or covering or damaging smoke detectors (Regulation 15 of the General Regulations)
  - (v) You engage in anti-social behaviour including, but not limited to, repeated incidents of excessive or persistent noise, abusive or threatening behaviour, vandalism etc (Regulations 17 and 40 of the General Regulations.)
  - (vi) You sub-licence your Accommodation or otherwise part with or allow any third party into possession (Regulation 6 of the General Regulations)
  - (vii) You are in possession of or use illegal substances, including legal highs (Regulations 14 and 21 of the General Regulations)
  - (viii) You make persistent call outs for non-emergency reasons at unreasonable hours (after 23:00 and before 08:00) (Regulation 1 of the General Regulations)
  - (ix) You tamper with or remove window restrictors (Regulation 12 of the General Regulations)
  - (x) You use cooking equipment, humidifiers or irons in your Accommodation (Regulation 14 of the General Regulations)
  - (xi) You have prohibited items in your Accommodation (Regulations 7 and 14 of the General Regulations)
  - (xii) You smoke (including e-cigarettes or vape pens) in your Accommodation or anywhere in the halls (Regulation 14 and Regulation 7 of the General Regulations)
  - (xiii) You play ballgames in your Accommodation or any part of the halls (Regulation 14 of the General Regulations)
  - (xiv) You have a pet in your Accommodation



















and storage of your items. UCL will not store any item of luggage that arrives before the commencement of the licence period referred to in your Licence Agreement. UCL cannot guarantee the security of, and accepts no liability for, any item(s) which arrive prior to the commencement of the licence period referred to in your Licence Agreement. Upon arrival, all personal items must be stored in your room (the “Accommodation”) or in the case of bicycles, in the site bike store.

### **3.**



Breakfast and evening meals are provided Monday to Friday and weekend brunch for students in Ifor Evans Hall and Ramsay Hall. You must make your own arrangements for meals at the weekends, on Bank Holidays, UCL closure days, the Christmas vacation (three weeks) and one week during the Easter vacation, as no meals are served at these times.

## **9. I.T. Provision**

All rooms have Wi-Fi provision.

and plates are cleaned after use.

- knives (other than those used for food preparation) and fireworks
- mood lighting such as fairy lights (other than those which are battery operated)
- humidifiers
- dart equipment
- plug-in air fresheners
- items which have a potential for a naked flame such as candles, incense sticks/fragrance burners/joss sticks, aromatherapy burners, hookah and shisha pipes, oil lamps, fireworks and barbecue equipment
- illegal substances including legal highs (see Regulation 21 for more information)
- vape pens, hookah pipes, p « ý







Extension cables  
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15.9.3.

**Cuboid adaptors are prohibited** and that only **4/6 way gang individually switched UK fused mains extension lead** can be used by individuals, where there is a need for additional electrical sockets.

Maximum load for any one socket **should not exceed 13 amps.**

Where an extension lead is required then additional electrical Adaptors **should not** be piggybacked (daisy chained) onto an existing extension cable.

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*For Euro plugs use a safe and firm connection adaptor - as shown.*

## **19. Charges**

Charges applied to students pursuant to the terms of the Licence Agreement and these General Regulations must all be fair and transparent. Charges can be raised for any breach of the terms of these General Regulations or the Licen







complaints are not initially escalated to senior leadership within UCL Campus Experience and Infrastructure (CE&I).

**b. Definition of a Complaint**

For the purposes of this procedure a complaint is defined as any serious and formal expression of dissatisfaction that requires action or redress. It includes repetitive failure to resolve or address a reported issue; serious failure of agreed service arrangement; serious breach of service











physical, however sometimes it is hard to know how to help a student who appears to be struggling, particularly if you feel they are unwilling or unable to seek the help they need.

If you are concerned about the behaviour of a student and do not want to discuss this with the Warden or SRA you can submit a [Student of Concern Form](#) or email [studentofconcern@ucl.ac.uk](mailto:studentofconcern@ucl.ac.uk). You can also submit an enquiry through [askUCL](#) as a student.

The [Student of Concern Form](#) and email account are monitored between 9am and 5pm from Monday to

### **38. Personal Problems**

The Hall Team and **SRA**/Warden will try to assist you with any personal problems and will respect confidentiality where possible. Should you experience personal problems you may also consult:

Your Personal or Departmental Tutor

Student Union Advice Service

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### **39. Registering with a GP**

It is vitally important that all students register with a GP (General Practitioner - a generalist doctor) within the first few weeks of beginning your programme.

Registering as soon as you arrive will help ensure your GP can process your registration in good time, allowing you to access health care early on if needed.

Your GP should always be your first point of contact for all health concerns (physical health or mental health) throughout your time at UCL.

third-party provider operating under a contract with UCL. The UCL Accommodation specific privacy notice is here: <https://www.ucl.ac.uk/accommodation/about-us/privacy->



benefits) then you will pay such council tax (or reimburse us for any sums we pay within 14 days of written demand).

## **GLOSSARY**

**Accommodation**    The study bedroom or such other type of accommodation as is

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