

Accommodation Licence Agreement



**Harper Adams
University**

Welcome to Harper Adams

A warm welcome to Harper Adams University from staff at the Accommodation Office – Student Services. We are proud to offer a wide range of comfortable and convenient accommodation on campus, and hope your stay with us is enjoyable, fulfilling and rewarding.

Abiding by the Conditions of Residence and Licence will ensure that everyone's experience at Harper Adams University remains safe and trouble-free. Please keep this document in a secure place during your stay in University accommodation and use it for reference purposes.

All members of the Student Services team are committed to providing the highest standards of service and we would ask you to participate fully in our communal living values, which promote both individual and collective responsibility.

In accepting your accommodation offer you will be agreeing to:

- The terms of your residential agreement as outlined in this document:

Please pay particular attention to:

- Dates of residency
 - Deposit information
 - Your responsibilities
 - Arrangements should you withdraw from the University
- A legally binding financial commitment upon residence of the offered accommodation
 - Individual and joint liabilities for damages, losses and replacements
 - Abide by the wider University regulations and in particular those relating to the Halls of Residence, e.g. smoking, guests, fire precautions and non-payment of fees and charges.

Accommodation Licence Agreement for Students In Residence

2017-18 Academic Session

I hereby accept a room in a Hall of Residence or University House and agree to the conditions listed below:

1. I understand that in accepting this offer I am contracting for the right to occupy University accommodation for a fixed period, whilst enrolled as a student, for the purposes of a private study bedroom only as detailed below and will be liable for the full fees including any periods when I am away from the University due to work experience, job shadowing, study tours, illness etc.
 - Undergraduates (36 Weeks): Wednesday 27th September 2017 – 6th July 2018, excludes Easter vacation.
 - Postgraduates (42 Weeks): Monday 11th September 2017 – 6th July 2018, includes induction week and vacation periods.
 - International students (42 Weeks): Monday 11th September 2017 – 6th July 2018, includes induction weeks and vacation periods.
2. I understand that my agreement is inclusive of the Christmas vacation (15th December – 15th January), during which time I may leave my belongings in my room at my own risk and in line with my own personal contents insurance agreement. Additionally, I understand that the Easter vacation (23rd March – 23rd April) is not included for undergraduate students, who will be required to vacate the room in full as requested by Student Services. (N.B. The Easter vacation is included in the rental period for postgraduate and international students.)
3. I understand that rental for a room includes the provision of the following term time services: utilities, regular cleaning, weekly laundry (where applicable dependent upon the Hall of Residence/University House), internet access. All catered accommodation is inclusive of 15 meals per week, Monday to Friday, self-catered accommodation is exclusive of meals.
4. Prior to keys being issued to me, I agree to pay a £300 deposit, to be returnable usually within 28 days of the end of the fixed period unless some or all of it is withheld to cover damage, loss of equipment, debt or additional cleaning in accordance with this agreement and the Residential Regulations. I understand that the deposit will also be a key deposit for the duration of my accommodation contract. I understand that the University reserves the right to withhold my deposit and use it in the way outlined in this paragraph.
5. I accept that I will be invoiced for any damages, losses or replacements, other than those in Clause 6, for which I am personally responsible, to the extent that they are not covered by a deposit. Invoices must be paid within 28 days.
6. I accept that a reasonable proportion of hall related damages to any communal areas such as the kitchen and corridors, the safeguarding of which all residents are jointly responsible for, may be charged to this deposit as will any loss, damage, or request of a replacement lock for my room. This deposit will be returned to me, less any charges incurred, usually within 28 days of the end of the fixed period. An appeal against the imposition of the cost of damages to communal areas may be made in writing to the Accommodation Office within 10 working days of the date of the notice of the charge. The decision of the Accommodation Office shall be issued within 10 working days of the date of receipt of the appeal.
7. I understand that in the event of my decision not to take up the place, I must inform the University by 4th September 2017 in order for the room to be re-let. In the unlikely event that the University is unable to provide me with accommodation in halls before the start of the academic session, I will receive alternative accommodation information.

8. I agree to pay the hall fees in full before registration on 27th September 2017 *or* in three instalments, at the beginning of each term and understand that the appropriate fee will be payable by the due date shown on the invoice, unless special exemption is granted by the Director of Finance. Failure to pay by the agreed date may result in a late payment charge/administration fee or other sanctions in accordance with this agreement.
9. I understand that any outstanding hall fees including damage charges (ref. Clauses 5 & 6 above) may result in the termination of this agreement and loss of my place in halls further to which I will be requested to vacate my room and move into alternative accommodation off campus. Should I fail to vacate the accommodation in accordance with any such termination, the University may apply to the Court for an Order to evict me.
10. I understand that breaches of this agreement, including breaches of the residential or general University Regulations, may result in the termination of this agreement by notice and loss of my place in halls and that in those circumstances I will be requested to vacate my room and move into alternative accommodation off campus and will be liable for fees in accordance with clauses 11 & 12 below. Should I fail to vacate the accommodation in accordance with any such termination, the University may apply to the Court for an Order to evict me
11. a) If I leave my accommodation before or on 15th December 2017 due to:
- voluntarily withdrawing from the University
 - being required to leave because my place at the University is terminated
 - financial arrears (ref. clause 9)
 - disciplinary grounds because I have been in breach of the Halls or General University Regulations

I understand that I will be charged for the autumn term only. A refund of the deposit will be made (usually within 28 days from departure date) less any amount withheld in accordance with this agreement. Amounts due will be calculated up to and including the return of my room key. This date will be calculated from the date of receipt of your Harper Adams University Withdrawal Form (available from the Registry Office) which must be completed and signed by the Course Manager.

- b) If I leave my accommodation between 16th December 2017 and 15th January 2018 due to:
- voluntarily withdrawing from the University
 - being required to leave because my place at the University is terminated
 - financial arrears (ref. clause 9)
 - disciplinary grounds because I have been in breach of the Halls or General University Regulations

I understand that I will be charged for the autumn term and Christmas vacating period only. The University will make a relevant adjustment to my charges proportional to the period of time the room is occupied during the Christmas vacating period. Amounts due will be calculated up to and including the return of my room key. A refund of the deposit will be made (usually within 28 days from departure date) less any amount withheld in accordance with this agreement.

12. If I leave my accommodation on or after 16th January 2018 due to:
- voluntarily withdrawing from the University
 - being required to leave because my place at the University is terminated on academic grounds
 - financial arrears (ref. clause 9)
 - disciplinary grounds because I have been in breach of the Halls or General University Regulations

I understand that I will be charged for the entire academic year. Amounts due will be calculated up to and including the return of my room key. A refund of the deposit will be made (usually within 28 days from departure date) less any amount withheld in accordance with this agreement.

13. I understand that in the event that I leave my accommodation before the relevant dates set out in Clauses 11 and 12 above, and the University is able to find a suitable replacement occupant for my room who is not somebody already residing in University accommodation, the University will make a relevant adjustment to my charges proportional to the period of time for which the University is able to re-let the room and accounting for any administrative costs. Occupants taking up a room after the beginning of a residential year will pay the relevant proportion of the charges in accordance with the period of time left in that residential year.
14. I accept that if I request to move to a different room or hall and this is agreed by Student Services, a fee of £15 must be paid to cover the costs associated with the move. I also understand that either I will be invoiced for any increase in fees appropriate to my new room, or if applicable, a refund will be given. Any keys for the original room must be returned or my deposit will be forfeited, any additional cleaning costs, damage, loss or replacements within my original room that are not covered by the £300 deposit will be payable and I will be invoiced accordingly.
15. I understand and accept that I do not have the right to occupy a specific room and that the University reserves the right to transfer my occupation to a different room in reasonable circumstances on reasonable written notice (this may also include students who are having difficulty paying and who would benefit from a lower rate of hall fee). I understand that in such an event I will not incur any increase in fees even if the standard of room is at a higher tariff. Where the standard of room is at a lower tariff I will receive the appropriate refund.
16. I understand that the allocated room in halls is for my use only during term time and the Christmas vacation and that I am not permitted to allow other persons to make use of the room during my absence without prior consent from Student Services.
17. I agree to abide by the regulations relating to the Halls/Houses of Residence attached to this agreement and to conform to the wider University Regulations as detailed and updated from time to time on the University website, which you can download from the documents section in <http://www.harper-adams.ac.uk/university-life/accommodation/> .
18. I agree to allow appropriate University staff to access my bedroom at reasonable times and with reasonable notice for the purposes of viewing, inspection, cleaning and routine maintenance and repair. I accept that in the event of non-routine maintenance and repairs access will be required within 24 to 48 hours of a request being made.
19. I accept that in the event of an emergency or cause for concern regarding my safety and wellbeing, my bedroom may be accessed without advance notice. I accept that my room may also be accessed in accordance with the University Drugs and Alcohol Policy.
20. I understand that the University may confiscate any article from my room which in its reasonable opinion presents a risk to the health and safety of other residents and/or staff of the University. Any such article will be either handed to the Police, destroyed or retained by the University at my expense until collected by me and removed from University grounds. If at the end of the residential year a retained article has not been collected by me, I understand that the University reserves the right to sell or otherwise dispose of it at my cost.
21. I understand that the University does not accept responsibility for the loss of or damage to any of my personal possessions on campus, other than that resulting from the University's own negligence. I therefore accept responsibility for insuring my own possessions and belongings.
22. At the end of the spring and summer terms I agree to yield up my allocated room and all communal areas with vacant possession and I understand that should I fail to remove all personal

possessions and rubbish I will receive a charge of £50 for their removal. I accept that the University reserves the right to dispose of rubbish and perishable items. I understand that the University will make every effort to contact me regarding any left items however I accept that I am responsible for their collection, storage or postage costs. I accept that unclaimed items will be disposed of after three months.

23. This licence agreement may be terminated in writing by the resident student;
 - a. If the University is in serious breach of its obligations under this agreement. In these circumstances the University will reimburse any charges paid relevant to the period from the date of termination.
 - b. If the resident student withdraws from University in the course of a residential year. In these circumstances Clauses 11, 12 and 13 above will apply in relation to charges.
24. This licence agreement may be terminated on reasonable notice in writing by the University in the event of any of the following in which circumstances the provisions of Clauses 11,12 and 13 will apply in relation to charges;
 - a. Serious or repeated breach of the this agreement or the University Halls or general Regulations
 - b. Failure to pay charges due in connection with this agreement
 - c. The resident student being expelled or suspended from University for any reason whatsoever
 - d. The resident student withdrawing from study with the University
 - e. The resident student behaving in such a manner as to pose a serious risk to the health and safety of themselves or others or to property
 - f. The resident student no longer being enrolled at the University
 - g. The resident student engaging in criminal or otherwise illegal activity from the University accommodation
 - h. The resident student using the room for anything other than as a private study bedroom
25. Upon termination of this licence agreement for any reason and/or at the end of the residential year the resident student must remove belongings from the room and/or common areas failing which the University will remove and retain such belongings. In respect of any retained belongings which have not been collected by me by 7 days, I understand that the University reserves the right to sell or otherwise dispose of it at my cost.
26. All resident students must adhere to the fire prevention and evacuation procedures as outlined in the University Fire Prevention / Evacuation and Test Procedures, and failure to observe these procedures may result in a fine and/or disciplinary action.
27. All resident students must inform Student Services of planned periods of absence for health and safety reasons.
28. This Licence is governed by English law which international students might find different to the law which applies in their own country. If you do not understand any of the licence terms and conditions, seek clarification from student services or take independent advice before proceeding if you think you need it.
29. This licence does not, and is not intended to create a tenancy. Occupation of University accommodation will be as a licensee only and no relationship of landlord and tenant is created by it.

30. This licence is personal to the parties and is not intended to confer rights or benefits upon any successor or third party under the Contracts (Rights of Third parties) Act 1999,
31. This licence will be considered complete and legally binding from the date of residence of the accommodation offered.
32. This licence is personal to the parties and the student may not transfer any of his/her rights under this licence to a third party.
33. Your personal data will be processed for the purpose of administering the University Accommodation service and in accordance with Data Protection legislation.
34. Any notice to be served by the University under this licence shall be deemed to have been appropriately served if;
 - a. it is sent to the student's University e-mail address and shall be deemed served at 9am on the next working day after sending
 - b. it is sent by first class post to contact address on the student's record and shall be deemed served on the second working day after posting
35. Any notice to be served on the University under this licence shall be deemed to have been appropriately served if;
 - a. it is sent to the Accommodation Office e-mail address – accommodationoffice@harper-adams.ac.uk - and shall be deemed served at 9am on the next working day after sending
 - b. it is sent by first class post to Student Services and shall be deemed served on the second working day after posting

End of Agreement – see following pages for regulations (ref. Clause 16) and fire safety information (ref. Clause 21).

This document should be read in conjunction with the University rules and regulations outlined in the Harper Adams University website.

University Residential Regulations

General

The Residential Regulations, along with all General University Regulations will apply to all students living in a University hall or house. No student may occupy a University room unless he/she accepts and conforms with the Residential and General Regulations and the terms of the licence agreement.

University Residential Accommodation

The order of priority for the allocation of residential accommodation in University will be:

- (a) Students in their first year of study at the University*
- (b) Overseas students
- (c) Postgraduate students
- (c) Students in their final year of study

*Students in their first year of study (including Extended Foundation Degree year 0 students), as a condition of entry into University, are normally required to accept allocation of University accommodation for their first year of study. The university makes every effort to accommodate students in their first year of study at Harper Adams in on-campus accommodation. Students not in their first year of study at the University and UK based postgraduate students are normally required to be non-resident unless there are good grounds for them to be resident on-campus or in the event of a surplus of on-campus accommodation.

There are some mixed halls that are shared by both male and female students. If a student objects to living in a mixed hall, the University will make reasonable efforts to allocate the student a room in accommodation reserved

for members of their own sex. No student allocated residential accommodation will have the right to any particular room.

Students on courses that might, exceptionally, extend beyond the normal term-time, may be required to move into alternative accommodation for the duration of the extended period of their course and additional charges may apply.

Property

Halls or Houses of Residence: Whilst acknowledging a student's right to privacy, the University reserves the right for its officers, agents or staff to enter a student's room in an emergency and on reasonable notice for any other reasonable purpose.

Damage

- (a) Each student's room, and its contents, is under the charge of the occupant who will be held responsible for any damage or loss. Students may also be held accountable for damage to communal areas for which they are jointly held responsible.
- (b) Damage to University property must be reported to the Hall Warden, in first instance. If responsibility for the damage cannot be ascribed to one person, or it is not reported, appropriate charges will be levied against the student body at the end of the term. In addition, disciplinary action may be taken.

Summary of costs (note that this list is not exhaustive and is intended for guidance only)

BEDROOM	COST	DOORS	COST
New single mattress	£53.00	Paint door	£90.00
Mattress cover	£4.00	Replace study door and painting of	£150.00-200.00
Base	£68.00	Door lock (barrel)	£37.50
Curtains (window)	£55.00	Door lock (encasement)	£25.00
Curtains (wardrobe)	£65.00	Door closer	£40.00
Bedside drawers	£63.00	Door furniture (coloured)	£27.00
Study chair	£24.00		
Polly stacking chair	£21.00	MISCELLANEOUS	COST
		Corridor 2D light fitting	£84.00
EN-SUITE / BATHROOMS	COST	Electrical socket (double)	£32.00
Toilet seat	£26.00	Ceiling tile (cost per tile)	£5.00-9.00
Showerhead (ASP A 2000)	£30.00	Carpet tiles /m2	£25.00
Mirror	£35.00-60.00	Carpet (not tiles) /m2	£14.00
Toilet door lock	£21.50	Window hinges	£8.00 - £15.00
Shower curtain	£7.00	Re-glaze fire doors with safety glass (per pane)	£120.00 - £150.00
		Ash bins	£300.00
KITCHENS	COST		
Kitchen chair (self-catering)	£21.00	FIRE EQUIPMENT	COST
Kitchen table (self-catering)	£116.00	Water 9L (refill)	£10.50
Microwave	£32.00	Foam 6L (refill)	£17.50
Toaster	£15.00	Powder 1Kg (refill)	£10.50
Kettle	£16.00	CO2 (refill)	£15.50
		New extinguisher	£25.20 -£29.95
		Fire blanket	£9.35

The University will charge VAT to all of the above items plus £15 administrative cost and labour costs of £12.30 p/h for each member of estates staff required. Cleaning following unacceptable behaviour will be charged at £10 p/h for each member of domestic services staff required. If deemed appropriate, external cleaners will be contracted to carry out the cleaning work and invoice costs will be recharged accordingly.

The above list is not comprehensive and the cost of repairing any type of damage will be determined after the event. Detailed reports of damages and associated costs will be submitted to the Student Services Manager weekly throughout the academic year.

Reckless, wilful or persistent damage caused by a student or students may lead to the loss of University accommodation and/or result in disciplinary action.

Noise

Students returning to University late at night must do so quietly. Failure to observe this

courtesy will be regarded as a breach of regulations.

Reasonable quiet must be maintained at all times in and about the University buildings and residences. A radio, sound system or any musical instrument must be played so as to cause the least possible inconvenience and disturbance to other occupants. When it is necessary to play instruments beyond an acceptable volume, a suitable practice room may be provided on application to the Student Services Manager.

Guests in Halls or Houses of Residence

A student may have one guest to stay overnight in his/her room, so long as the guest is booked in 24 hours beforehand with the Hall Warden. A guest is taken to mean any person not currently registered as a student at the University, a student currently registered but on 'sandwich' placement or a student currently registered but not assigned a room in University, i.e. a non-resident student.

In the case of emergency, such as a guest being unable to drive or missing the last public

transport at night or for some other reasonable and sensible cause, accommodation may be given to the guest in the room of a student of the same sex without the requirement of giving 24 hours' notice to the Hall Warden, provided the Hall Warden is informed of the occurrence as soon as possible on the following day.

Under no circumstances may a guest, as defined above, stay more than any one night in a student's room without the authority of the Student Services Manager.

These regulations are designed to allow reasonable and sensible facilities for students to use their rooms in University for the entertainment of guests and students are expected to follow the spirit as well as the letter of these Regulations. Any infringement of these Regulations will involve the student or students concerned being required to vacate their rooms in University forthwith and to become non-resident.

Fire Precautions

Petrol or other flammable liquids, incense and candles must not be brought into students' rooms. Electric kettles, televisions, mini fridges/coolers, stereos and computers must be PAT tested (this service can be offered at registration for an additional charge). Power appliances (e.g. electric fires, cookers, toasters, microwaves, conventional fridges etc.) are not permitted in students' rooms. The room's occupant is responsible for ensuring that appliances are electrically safe. That assurance can be obtained from a qualified electrician. The University accepts no liability for accident or injury caused by faulty electrical appliances. The use of candles is not permitted in any student room.

PAT Testing

If electrical items such as electric kettles, televisions, mini fridges/coolers, stereos and computers are brand new (out of the box), you do not need to carry out PAT testing but you will need to provide the receipt to prove when

it has been purchased. Inspections will be done at random at the start of the academic year. Where an electrical item fails the PAT test, it will be removed by the Estates and Facilities Department or Domestic Services Department for safe keeping. The student will be advised in person or a card will be left. The student will be required to arrange and pay for a repair and the item will be re-tested and if it passes, returned to the student. Where an item is not repaired successfully within six weeks, it will be disposed of via the correct route by the Estates Department.

Deposits

All students in University accommodation must pay a deposit of £300, which will, on occupation of the room, become an outstanding deposit for the duration of the accommodation contract. All hall related damages to any communal areas for which all residents are jointly responsible for may be charged to this deposit. The deposit will be refunded less any charges incurred, within 28 days of the end of the fixed period.

Students will be invoiced separately for any damages, losses or replacements which they are personally responsible for, where these will not be covered by the deposit. Invoices must be paid within 28 days.

The loss of a key must be reported immediately to the Hall Warden or Student Services. In the event of loss £10 must be paid for a new key. Should the security of the room be a matter of concern, a further charge of £30 will be made in order to change the lock.

In order to process refunds efficiently, students are asked to update their bank details online prior to vacating – www.harper-adams.ac.uk/bank.

Non-Payment of Fees and Charges

Failure to pay any invoice within the required schedule of payments will result in sanctions in

accordance with the licence agreement and the University's Collection of Student Debt Policy <http://www.harper-adams.ac.uk/apply/applicants/key-info.cfm> .

Additional Stipulations

Illegal Substances

No student will possess, use or distribute any illegal substance. A breach of this regulation may be notified to the appropriate legal authorities and/or may result in serious disciplinary action by the University. Students are referred to the licence agreement and the University Drugs and Alcohol Policy – <http://www.harper-adams.ac.uk/apply/applicants/key-info.cfm> .

Firearms

Firearms, airguns, pellet guns, BB guns, paintball guns or bladed implements must not be brought onto the University premises. An exception is made for members of the Harper Adams Shooting Club, whose members must apply to the Student Services Manager (or any delegated staff) for a permit to keep their gun at University and agree to keep it in the University Gun Cabinet when not in use.

Under no circumstances may any firearm, airgun, pellet gun, BB gun, paint ball gun or shotgun weapons or ammunition be kept in rooms of halls of residence or other University owned residential accommodation.

The use of firearms, bladed implements or airguns in the community in such a way as to cause or potentially cause injury or to bring the University into disrepute will be considered a serious disciplinary offence by the University.

Fireworks

In the interests of animal welfare, fireworks of any kind (this includes 'bangers' etc.) are NOT to be brought on/or used on the University campus. This does not include organised firework displays arranged by the Students' Union.

Pets

No pets are allowed on University premises at any time. Guide dogs and hearing dogs are permitted for students with disabilities. A separate policy is available detailing the University policy on dogs on site.

Recycling

Recycling bins are located on the University campus. Students are expected to recycle paper, glass, plastic and cans in the bins provided and in the recycling centre. Cardboard should be placed in bins provided or can be taken to the back of the QMH kitchen or the compound by the Bamford Library in the bins provided prior to being baled.

Under no circumstances are students to try to operate the baling machines in either location for their own safety and the safety of others.

Smoking

The University operates a strict code of practice on smoking in accordance with current legislation. Smoking, including e-cigs & vaping, is not permitted in any teaching area or in any designated University buildings – this includes University-owned accommodation. Students are reminded that smoking can seriously damage health.

Please note that fines and disciplinary action will apply to any student found to be smoking in University buildings.

Fire Prevention / Evacuation and Test Procedures

All students are expected to take responsibility for the avoidance of fire risks. Sockets must not be overloaded, all electrical items must be PAT tested, plugs and cables well maintained and safely positioned (i.e. not trailing) and all appliances must be turned off when not in use – if in doubt double check, particularly with

heated appliances such as hair straighteners and irons. Similarly, responsibility must be taken for turning off cookers, hobs and kitchen appliances, plugs and cables must be kept away from water and all kitchen activities must be undertaken in a safe and sensible manner. Kitchens are equipped with smoke detectors, fire blankets and extinguishers; please make a note of their location and the information provided regarding their use in the event of a fire. High risk items such as candles, incense sticks and flammable liquids are NOT permitted in Halls of Residence due to their risk of causing fire.

Failure to observe these procedures may result in a fine and/or disciplinary action.

Students with disabilities who feel that they may require a personal fire evacuation plan and/or special arrangements should make themselves known to Student Services as soon as practicable so that appropriate arrangements can be made.

Fire Evacuation

Fire evacuation tests in your Hall of Residence will be co-ordinated and supervised by members of HAU Estates and Facilities department. These tests are designed to make you aware of the procedures in the event of a fire and are therefore for your own safety – please take note and act accordingly. The recommended time frame for evacuation is 3 minutes – any students found in the Hall after this time will be reported to Student Services by the Estates and Facilities Staff. Disciplinary action and/or fines may apply.

Timing of Test: A drill will occur during the first week of each term.

Test Procedure: When the alarm sounds, make your way very quickly, but without running to the nearest fire exit (possibly not main stairway), once outside make your way to the evacuation area outside as marked on the fire information panel in your room.

THIS IS AN IMPORTANT HEALTH & SAFETY ISSUE – DISREGARD OF THE EVACUATION TESTS WILL BE TREATED VERY SERIOUSLY BY THE UNIVERSITY.

Your Hall Warden will check who is present at the evacuation area and when the test is complete you will be able to return to your rooms. Do not re-enter the building unless advised.

Subsequent Fire Alarms will require you to follow exactly the same procedure as carried out in the practice test – on the sound of the fire alarm, you are always expected to vacate the building. Any students found to be deliberately triggering fire alarms, tampering with fire safety equipment or failing to follow the above procedure will be subject to fines and disciplinary action.

In agreeing to the terms and conditions outlined in this document you are agreeing to adhere to the procedure outlined above. Please ensure that you understand this procedure. Upon occupation of your room please familiarise yourself with the Hall/House of Residence, the location of fire exits and the evacuation procedure.

THE BREACHING OF ANY OF THE RESIDENTIAL REGULATIONS AND ADDITIONAL STIPULATIONS IS LIKELY TO RESULT IN DISCIPLINARY ACTION AND/OR TERMINATION OF YOUR LICENCE AGREEMENT.

General Considerations

Letting period

36 week undergraduate contract – for the full academic year with the exception of the Easter break when students will be expected to vacate in full on the last day of the spring term (usually a Friday). Limited free storage is available.

42 week international and postgraduate contract – for the full academic year including Christmas and Easter breaks and relevant induction periods (usually for international cohorts and postgraduate students).

Paying your fees and charges

As a resident you will have received your licence agreement, included in this document. This entitles you to occupy a room for one residential year, starting at the beginning of the first term, through to 6th July 2018, including Christmas and Easter breaks (for international and postgraduate students only).

Residential fees are charged for the whole year and you will be issued with an invoice for the total amount on the day of registration (undergraduate students). You can choose to pay the full amount before the day of arrival to qualify for a £100 discount.

Resident students are required to pay the £300 deposit before arrival. Students will not be allowed to take possession of rooms unless the deposit has been paid. Payment can be made via the accommodation e-payment page at the time, when you accept your accommodation offer online. Accommodation charges can be arranged to be paid in three instalments (on 13th October 2017, 19th January 2018 and 27th April 2018), your instalment plan arrangement can be setup at the same time as accepting your accommodation offer online.

If you are accepting a room contract via the telephone, email, or in person, the preferred payment method is via the accommodation e-payment gateway - <https://payments.harper-adams.ac.uk/accommodation/> - here you can pay in full or setup an instalment plan. If you wish to pay in full, alternative methods of payment can be via cheque or over the telephone with a valid credit or debit card.

Should you receive an invoice, you should make your payment either online (e-payment gateway) or at the Student Finance office, located on the ground floor of the Main Building. If you are paying by instalment plan, please ensure that the Student Finance office have all the necessary details in advance of the deadlines stipulated above.

Should any additional fees be payable, due to the unauthorised use of a room, they will be the responsibility of the person who was allocated the room.

For more information or queries relating to payments, please contact the Student finance office on 01952 815214 or studentinvoicing@harper-adams.ac.uk.

Should you experience any financial difficulties in relation to paying your accommodation fees or any other amount payable to the University, please contact the Student Finance office or Student Services as soon as possible.

Returning deposits to UK Bank Accounts

1. Go to: <http://my.harper-adams.ac.uk>
2. Click 'Current student'
3. Click 'Student dashboard' and sign in with usual network ID and password
4. Click 'BACS' and follow the instructions

Keeping your room clean

As a resident in campus accommodation you will be expected to keep your own study

bedroom, communal areas such as kitchens and bathrooms clean and tidy to an acceptable standard. Domestic Services staff will service these areas regularly during term-time, but you will be expected to help maintain them. Staff are not expected to clean after students.

We ask all students to dispose of rubbish as quickly as possible, and in an appropriate manner, and not to let it accumulate in study bedrooms or kitchens where it may pose a health hazard. Please wrap broken glass in newspaper before disposing of them, and place all other recyclable materials in the appropriate recycling banks on campus at least weekly.

Reporting a maintenance issue

To report any maintenance, heating or water problems, please contact the Accommodation team (located in Student Services) Monday to Friday between 9am and 5pm. Out of working hours, including weekends, please contact the duty warden and/or security. Action will then be taken as soon as it is practical; there is always a member of staff from the Estates team on-call for out of hours emergencies.

Electrical Equipment

As a resident, you are responsible for ensuring any electrical equipment you bring into a Hall of Residence has been Portable Appliance Tested and is safe to use. Under the Electricity at Work regulations, we are empowered to disconnect and/or remove any equipment thought to be unsafe. Careless use of electrical appliances can cause power cuts, fires, severe injuries or even lead to fatalities.

Emergency Fire Fighting Equipment

Emergency firefighting equipment is provided for the safety of all. It is important that it is maintained in an efficient manner. Fines and/or disciplinary action will be issued to anyone found to have damaged, misused or tampered with firefighting equipment of any kind or associated notices. If you discover any

fire equipment to be faulty or missing, please report it as soon as possible to Student Services. Charges will be made for all fire extinguishers released without due cause.

Caution – disciplinary/damage costs can be expensive.

Keys / ID Cards

Your key will be issued when you take up possession of your room and must not be given to anyone else, as this constitutes a breach of security. Once you have enrolled and received your Student ID card, any temporary cards must be returned. All losses must be reported to Student Services. For key and ID card replacements, please refer to your Hall Handbook, issued on registration day.

Keys must be returned upon vacation of your room. Failure to do so will result in additional charges and possibly forfeit the deposit.

Security

Residents are solely responsible for the security of their personal belonging and the University accepts no responsibility for loss or damage. Your study bedroom should be locked whenever you leave it unattended and all windows should be secured even for a short period of absence. The same applies to kitchen and flat doors which should remain locked, particularly at night. Any loss/damages should be reported to Student Services and Duty Warden/Security (out of office hours).

All staff and students are issued with identity cards and any stranger should be asked for proof of identity. Any person seen acting suspiciously should be reported to Student Services staff and Security. If you see, hear or experience any unusual occurrence (e.g. the presence of an intruder), report immediately to Security. The University operates 24-hour CCTV coverage for the protection of staff, students and visitors, and our Security Staff patrol the campus regularly.

Parties

Parties must be cleared with Student Services, in advance of taking place. A party is a social gathering which may involve for example loud music and/or alcohol and which may result in the disturbance of other residents in the same hall/house/area. You must apply in writing to Student Services 72 hours in advance of the event. In most cases parties are permitted but you must take responsibility to ensure that disturbance to other neighbours, fire alarms and damage does not occur. You will be responsible for ensuring that cleaning up takes place promptly and is not left for Domestic Services staff to deal with. Duty Wardens and Security have delegated authority to shut down any party they consider to be getting out of hand or causing a major nuisance.

Noise Nuisance

Residents should be considerate of flatmates or neighbours when playing music and respond positively to requests to turn down loud music, especially after 11pm or during exams and revision periods. Headphones are a wise investment if you like late night music.

You may complain the Duty Warden or Security if you cannot convince a neighbour to lower the music level when asked. If for any reason you feel unable to ask the other student, the Duty Warden/Security may intervene and insist on lower noise levels.

Anything other than a positive response to such a request, including persistent requests, will lead to referral to the Student Services for disciplinary action and/or fines may apply.

Damage caused to University property

It is the Student Services policy to recoup the cost of repairing damage to University Property as detailed in the licence agreement and University regulations. Student Services will seek to recover all costs relating to loss or damage to University property or furniture, which in the opinion of Student Services

exceeds fair wear and tear, as set out in the licence agreement.

It is your duty to report promptly all damages to Student Services. Student Services expect you to take responsibility for damages caused by yourself and/or provide further details of others who may be involved. Honesty and cooperation are greatly appreciated by Student Services and usually lead to reduced fines and penalties.

Furniture and fittings must not be tampered with or removed from residences or from designated rooms, and must be returned to their original position when vacating the room.

Posters etc. should only be displayed on the notice board provided and not on any other surface as this will result in damage to walls. There will be charges for any damage caused to the walls or paintwork.

TV Licence

You are allowed to have a television in your bedroom/flat, but not to install additional aerials, satellite or other reception equipment. You must obtain your own individual television licence; one licence does not cover the whole flat. If you have a television and watch/record from live television or i-player on any device including computer, tablet or mobile phone, you will be committing a criminal offence and the Licensing Authority, who have access to the campus, can impose a heavy fine.

Student contents insurance

It is the students' responsibility to organise their own contents insurance. The University's building insurance does not cover students' possessions (loss, theft, damage, etc.). If you have not organised your contents insurance in advance of arriving, it is strongly recommended that you do this as soon as possible after arrival. Should you require information about specialist student content

insurance companies, please contact Student Services.

Bicycles

Bicycle racks are located around the campus – please do not store bicycles or cycle parts within your residence (bedroom, communal corridor, kitchen, etc.). Bicycle pods and bikes can be hired from Student Services, subject to availability and a small charge. Bicycles are left at the owner's risk and the University cannot accept loss or damage responsibilities. We strongly advise you to insure your bicycle and make sure that it is secured at all times.

Changing rooms

If you want to change rooms, an official room transfer process will start at the beginning of November. It includes a £15 admin charge. Details of the process are included in the hall handbook and will also be disseminated by Student Services and student wardens. Please note that transfers are subject to availability and considered on a case-by-case basis. Students are NOT allowed to change rooms without permission.

Postponement / Withdrawal

Please note that if you decide to postpone or withdraw from your studies, you will need to notify Student Services as soon as possible and you will be expected to vacate your room within 24 hours and return your room key to Student Services. If you are unable to vacate within 24 hours, please contact Student Services to discuss alternative vacating arrangements. For additional information about accommodation charges liability, please consult the licence agreement or the Fees and Charges Statement available from the Harper Adams University website.

The Student Community

As a student enrolled at Harper Adams University, you agree to abide by the Charter, Statutes, Ordinances and Regulations of the University. It is your responsibility to

familiarise yourself with these. Not only do they cover the structure of your degree programme and your conduct at examinations, they also relate to student discipline – and apply as much in residences and houses as elsewhere in the University. Resident students form a community and, like any other community, this depends on its members playing an active and responsible role in maintaining a safe and healthy environment. As a provider of accommodation, the University is also subject to various acts of statutory legislation and codes of practice, covering such matters as Health & Safety, fire equipment and fire precautions.

Student Services are responsible for the maintenance of discipline and good order in the residences and houses. It is their responsibility to ensure that the University and statutory requirements are followed and that behaviour in residences and houses is of an acceptable standard.

The University regulations include regulations on student behaviour and discipline. If you fail to observe or comply in full with any of the conditions of residence and the licence agreement, you may be subjected to the procedures and penalties outlined in the Student Handbook, a copy of which is available from the Harper Adams University Key Information page - <http://www.harper-adams.ac.uk/apply/applicants/key-info.cfm> .

Student Welfare

The Student Services Manager is responsible for all aspects of communal life including student welfare and discipline. Also assisting are the Assistant Student Services Manager, a team of 14 Student Wardens, all resident on campus, as well as two Residences Officers, a Wellbeing Officer, a Student Advisor, a Counsellor and a Mental Health Advisor. The Student Services team is able to help or offer

advice in most matters or direct you to the right person.

Equal Opportunities Policy

The University is committed to promoting a culture and environment in which its students, staff and others are treated fairly and are not discriminated against without lawful cause, on the basis of race, religion or belief; gender (including gender reassignment); marital/civil partnership status; sex; sexual orientation; disability; age; parental, pregnancy or maternity status; social or economic group.

Victimisation is also prohibited under this Policy, as well as harassment related to any of the protected characteristics. Discrimination, harassment and victimisation are defined in Appendix B of the University's Equality and Diversity Policy. For more information please consult the Equality and Diversity Policy document, which can be accessed on the Harper Adams University Key website.

Complaint Procedure

Should you have any concerns or wish to make a complaint about accommodation, please take these up with the Student Services team in first instance. If the matter is not resolved, you can send your concerns in writing to the Student Services Manager, who will normally respond within 5 working days.

In case of emergency

During office working hours please contact **Student Services on 01952 815396/815176.**

Out of office hours, please call the Duty **Warden on 07976 881772 or Security on 07980 061128.**