

TERMS & CONDITIONS OF THE ACCOMMODATION AGREEMENT 2020-21

Welcome to the University of Kent. To help you fully enjoy your time in your Accommodation this Agreement is intended to make clear your responsibilities and those of the University.

Please take time to read, understand and accept the terms and conditions of this Agreement.

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The University is committed to managing the Accommodation in accordance with the best practice guidelines set out in the national 'Universities UK Code of Practice for Student Accommodation' and the University is regularly checked and audited under this Code of Practice.

Further information about the Code of Practice is available at:

www.thesac.org.uk/the-code

1. NATURE OF THE AGREEMENT

1.1 This Agreement is a *license to occupy* the Accommodation granted by the University of Kent (incorporated and registered in England and Wales by Royal Charter with company number RC000656) ('University') whilst you are registered on a full-time course of study at the University. The Agreement is not intended to give exclusive possession to you as a licensee, or to create the relationship of landlord and tenant between the parties, and you shall not be entitled to an assured tenancy or a statutory periodic tenancy or to any other statutory security of tenure now or upon termination of this Agreement.

1.2 If there is anything you do not understand or if you have any queries please contact the Accommodation Office in the first instance. You can also contact Kent Union Student Advice Centre or a Solicitor if you require independent advice on your rights under this Agreement.

1.3 You acknowledge that you have read and understood the Agreement and that all parts of the Accommodation may be shared with other persons to whom the University grants a similar agreement.

1.4 This Agreement cannot be varied unless the variation has been confirmed in writing by the Accommodation Office. The University may unilaterally vary these terms and conditions by giving you notice in writing, which will be sent to your University email address, and any changes will come into effect at the beginning of the subsequent academic term after the academic term in which the University gives you notice, unless any changes are required to comply with Government legislation or guidance or other regulatory requirement, in which case any changes shall come into effect immediately upon the notice being issued. Nothing in this agreement will affect your legal rights.

1.5 The University will always follow Government advice and, where appropriate, respond to this by changing service provision which may affect contractual start dates, arrival dates, room allocations, catering provision and other accommodation related services.

This is to ensure the safety and wellbeing of students, staff and visitors which is the University's highest priority.

1.6 All students are subject to the University's Student Charter and Regulations for Students available online at www.kent.ac.uk/regulations/general.html.

2. DATA PROTECTION

The University will comply with Data Protection legislation. By accepting this Agreement you authorise the University to use your personal data for all lawful purposes in connection with your Agreement to occupy the Accommodation including debt recovery, crime prevention and detection, measuring satisfaction, allocating rooms, ensuring there is an appropriate student mix in the Accommodation and for all matters arising from student membership of the University. You agree that all data supplied to the Accommodation Office can be shared with other departments within the University and to appropriate third parties if it is reasonable for the Accommodation Office to do so as provider and manager of the Accommodation. The University may need to disclose information to contractors and other third parties engaged by it to undertake services or provide Accommodation, your sponsor (if you have one), the police or other public agencies. These third parties mentioned above may make contact with you directly with regard to your occupation of the Accommodation. Further information about data protection is available here www.kent.ac.uk/infocompliance/dp/enrolment.html

3. ACCEPTING THE AGREEMENT

3.1 Contract. By accepting this Agreement you enter in to a legally binding contract with the University and agree to abide fully by these terms and conditions which may include paying for the full contractual Period of Residence. If you do not accept the offer by the expiry date specified, the University has the right to withdraw the offer of Accommodation.

3.2 Moving in. If you move in to the Accommodation without having accepted this Agreement the University will consider that you have accepted this Agreement by your actions.

3.3 Proxy. If the Agreement has been accepted by someone else, the University shall assume that you have given that person authority to act on your behalf.

3.4 Under 18. If you are under 18 at the time you accept the Agreement, the Agreement will still be legally binding, but when you reach the age of 18 you will be entitled to terminate the Agreement in accordance with section 11.6.

3.5 Fee payment from other parties. If someone else other than you pays all or part of the Accommodation fees this will not release you from or otherwise affect any of your responsibilities under the Agreement.

3.6 Promise of Accommodation. Any promise given by the University to allocate Accommodation to you, and your eligibility to live on campus, is always subject to the condition that the University is able to provide a safe living environment within the Accommodation in accordance with any applicable laws and Government guidance, and the Code of Practice, and the University reserves the right to rescind any promise of Accommodation in the following circumstances: you fail to meet any application or acceptance deadlines or conditions; you owe outstanding fees or have a poor payment history with the University; you have an adverse disciplinary record; you fail to move in to the Accommodation within four weeks of the start of the Period of Residence; you fail to progress academically; or if this Agreement is terminated for any reason.

4. HEALTH & SAFETY AND SECURITY

For your health, safety and security a Campus Security team are available 24/7 at +44 (0)1227 823300 or +44 (0)1227 823333 in the case of an emergency incident or accident situation. They can attend quickly, provide First Aid and summon other emergency support services such as Fire, Police or Ambulance or other student services if necessary. CCTV cameras are used to monitor the campus and its buildings. Notices warning of the presence of cameras are displayed around the campus.

4.1 Keys. The University will provide you with the necessary keys, key cards or fobs for you to gain access to and secure your Accommodation.

4.2 Furniture. The University will provide Accommodation and furniture that complies with current fire and health and safety laws.

4.3 Insurance. The University will insure the Accommodation against fire and natural disasters. The University has also arranged **limited** personal possessions **room** insurance cover for students with an accredited insurance provider. The policy provides protection against fire, flood and theft of a student's belongings within the Accommodation. This insurance policy is subject to conditions, exclusions, limitations and excesses. The insurance **does not cover accidental damage**. Students may purchase additional 'top up' insurance cover direct from the insurance provider for this if they wish and also individual items of high value such as bicycles or mobile phones etc. Further information can be found at www.cover4insurance.com/insurance-products/block-halls/kent-university

4.4 Fire safety. All Accommodation has fire detection equipment which is checked and tested on a regular basis and students will be supplied with fire safety advice. You agree to behave responsibly with regard to fire safety and by your actions assist the University in reducing fire risks. You also agree that whenever you hear a fire alarm you will immediately evacuate the building and wait at the designated local evacuation point until the building is approved as safe for you to return. Misuse or removal of fire safety features and equipment, or non-compliance with essential fire safety instructions and precautions, will not be tolerated in any circumstances and may be treated as a criminal offence. For example, the following are strictly prohibited – smoking; bringing into the Accommodation hazardous equipment, materials or substances; covering or tampering with fire detection equipment; tampering with or inappropriately discharging fire extinguishers; unnecessary activation of fire alarm call points; propping or wedging open designated fire doors (e.g. kitchen door) or disabling local fire door alarm units. You are required to use all equipment and facilities provided in your Accommodation and kitchens sensibly and responsibly. The University takes fire safety very seriously; even a 'first offence' may result in a substantial fine under the University's Student Charter and Regulations for Students (www.kent.ac.uk/regulations/general.html) and there will be a charge in

respect of any cost or loss incurred by the University. In addition, the University also reserves the right where appropriate to relocate you to other Accommodation (see section 5.3) or to terminate the Agreement. Further information on fire safety is included in the Accommodation Handbook, available online at www.kent.ac.uk/accommodation/canterbury/living-on-campus.html

4.5 Electrical appliances and safety. You are not allowed to bring into the Accommodation any electrical appliances for heating or cooling purposes. Prohibited items include tumble/spin dryers, refrigerators, heaters and air conditioning units.

Students in part-catered Accommodation (Becket Court, Eliot College, Keynes College (blocks F, G, H and I) and Rutherford College) are NOT allowed to bring into the Accommodation any additional cooking equipment. Prohibited items include toasters, microwaves, grills and deep fat fryers.

Additional cooking appliances are permitted in kitchens in self-catered accommodation only (Darwin College, Keynes College flats and houses, Park Wood, Turing College, Tyler Court and Woolf College) but MUST NOT be used in study bedrooms or corridors at any time (this applies to all such equipment including toasters and kettles).

All electrical equipment (including extension leads) must be:

- either new when first brought to the University, or tested as safe by a competent UK electrician;
- CE marked;
- kept clean and in good condition;
- used only as designed and intended by the manufacturer; and
- not modified in any way.

Multi-way 'cube' type mains socket adaptors are strictly prohibited. Trailing 4-in-line extensions or similar socket adaptors are acceptable, providing they are in good condition, are not overloaded, connected to one another, and are switched off when not in use. You have a duty to maintain a safe environment for you, your visitors, other students and staff. As such electrical leads must not be used if they are damaged or frayed, or allowed to trail from one room to another.

Remember: overloading electrical sockets is dangerous.

You must not use any electrical appliance designed for voltages other than 240V (e.g. from the USA where the standard voltage is 110V) without a suitable transformer. You must not use any 240V electrical appliance with a non-UK plug, you must use ONLY University-approved travel adaptors. These are black in colour and can be purchased from your local reception.

All electrical appliances should be unplugged when not in use. Particular care should be taken with items such as hairdryers, which may cut out automatically if they overheat and then come on again after they cool down, causing a serious fire hazard if left unattended. Similar care should be taken with hair straighteners which should only be left on a hard, suitably protected surface to cool down after use.

Students will be advised if the Maintenance or Housekeeping staff have any concerns about personal electrical items brought in to the Accommodation. The University reserves the right, in accordance with the Electricity at Work Regulations 1989, to check all electrical equipment on its premises for safety and to ensure that it is used safely. The University also reserves the right to confiscate any item that it considers to be unsafe. Any confiscated items will be returned at the end of this Agreement. If any items are considered, in the University's sole opinion, to be associated with illegal drug use they will be confiscated and destroyed.

Students may not install additional electrical wiring, nor erect television or radio aerials or satellite dishes on the roofs, the walls, or in the lofts of the houses. For further information on electrical equipment and fire safety please see the Accommodation Handbook found online at www.kent.ac.uk/accommodation/canterbury/living-on-campus.

4.6 Cleaning. Students are responsible for cleaning their bedrooms, kitchens, shower and toilet areas. The University may provide some cleaning products, but you are responsible for purchasing your own cleaning products.

4.7 Common areas. The University will ensure the communal areas of campus Accommodation (such as stairwells and entrance ways) are cleaned on a regular basis. A University campus cleaning service is not provided during closure periods at Christmas and Easter or on bank holidays.

4.8 Repairs and maintenance. You agree to promptly report any necessary repairs using the online maintenance defect reporting system at: www.kent.ac.uk/accommodation/canterbury/living-on-campus#defect-reports

The maintenance of University buildings is carried out by University Estates and Maintenance or UPP (University Partnerships Programme) staff in Keynes College Flats and Houses, Turing and Woolf Colleges. Sometimes, either University staff, UPP staff or approved external contractors need to access buildings to carry out essential or emergency repairs.

The University does not offer a 24 hour, 7 day a week maintenance service but will attend for MAJOR emergency reasons, such as a flood or total power failure.

Any emergency repairs that may be needed outside normal working hours should be reported to Campus Security, who will decide whether a repair is urgent and will call out a member of the maintenance team if necessary.

Normal working hours when all minor maintenance work is undertaken are from 8.00 until 16.00 Monday to Friday.

Maintenance staff will only attend outside of the above hours for urgent major emergency reasons. Should maintenance staff or external contractors have to carry out repairs outside of normal working hours then the University reserves the right to pass on these additional reasonable costs to students if the emergency nature of the repair has been due to student misconduct. Some external contractors levy call out charges from £75 per visit plus labour charges from £35 per hour.

The University always aims to provide good quality services that meet the needs of its students. However, all services are susceptible to random failure and when something goes wrong, it is reasonable to wait for it to be repaired. Some things are beyond the University's control and to be able to respond promptly to any service failures and maintenance defects it is vital that students report any problems as soon as they occur. If maintenance defects and other problems are reported in accordance with the above policy, the University will take appropriate actions to mitigate and remedy these problems or offer alternative Accommodation. Where it may be necessary to assess whether further action is required or spare parts need to be ordered, the University will update students in an appropriate manner. The University will consider all cases on an individual basis and where the University considers it has not acted in a reasonable manner either to offer alternative accommodation or to remedy service failures and/or provide sufficient maintenance, the University will offer an appropriate apology. Please note that it is not acceptable to withhold Accommodation fee payments and if you wish to complain about any provisions within the Accommodation, you must follow the correct complaints procedure as detailed here: www.kent.ac.uk/accommodation/contact

4.9 Services and facilities. The University has an Energy Conservation Management Policy: www.kent.ac.uk/safety/env/pages/env-policy.html

Students are expected to act responsibly in their use of energy and water, and switch off electric lights and appliances and turn off taps and showers after use. The University will provide an adequate supply of hot and cold water and heating in the Accommodation. All student residences are fitted with thermostats set at 21 degrees Celsius and heating will be on when the temperature falls below this between 6:30 and 23:00. **Heating in the Accommodation will not be on 24 hours per day and will be turned off during the summer.** The University does not provide or permit additional individual heating or cooling appliances in the Accommodation.

4.10 Interruptions to services and facilities. Unless negligence is proven, the University will not be liable for any failure or delay to the provision of services or facilities (including the Accommodation), or for any loss that you that may suffer arising from such an event, if that failure or delay arises from circumstances beyond the University's reasonable control, for example:

- if it is due to mechanical breakdown, maintenance, repair or replacement, renewal, servicing inspection or testing of the systems used to provide these services or facilities; or
- if you are unable to live in the Accommodation due to water damage, accidental fire or other serious incident, and any maintenance related matter that is likely to take a long time to resolve; or
- if it is due to any epidemic or pandemic.

In these circumstances, the University reserves the right to require you to move to alternative Accommodation. Whilst this will be at no additional cost to you, the Accommodation provided may not be of an equivalent standard to that normally occupied.

4.11 Alterations and building works. The University and its approved contractors and other third parties have the right to carry out building and construction works and alterations at the Accommodation and on any adjoining or neighbouring property without any liability other than for claims of negligence, death or personal injury or anything else which the University is unable to limit or exclude its liability in respect of by law. You agree not to change, alter, redecorate or damage the Accommodation or tamper with any plumbing, electrical or other installations in the Accommodation and not to install any telephone line, satellite dish, television or radio aerial.

4.12 Excessive condensation, damp and mould or insect infestations. Students should use the tumble dryers provided in the laundry facilities to dry their washing and not contribute to excessive moisture in their Accommodation by drying washing on radiators. Students must report any excessive condensation, damp, mould, rodent or insect infestations via the online defect reporting system or to their local Housekeeping office so that appropriate action can be taken to reduce any of these problems.

4.13 Water hygiene. The University will maintain the water quality in accordance with the University of Kent control of Legionella procedure document. In order to support this you will be responsible for reporting any faults with the hot and cold water systems promptly as per section 4.8 of this Agreement. This includes but is not limited to hot water not being hot, cold water not being cold, no water, discolouration of water, or heavily scaled shower heads.

If all students are absent from their Accommodation for a period longer than seven days it is advisable to allow the water to run for a one minute period until the temperature stabilises without causing excessive spray to ensure the water supply will be fresh and clear of any bacteria. You should avoid entering the shower cubicle during this one minute period.

5. MOVING ROOMS

5.1 Approval. You must not move to another room without first applying to and obtaining prior written approval from the Accommodation Office (such approval will not be unreasonably withheld). If consent is given then you will be charged a change of contract fee of £50.

5.2 Twin rooms. If you are staying in a twin/shared room which then becomes a single occupancy room through a student failing to take up occupancy or leaving the room before the expiry of this Agreement:

- you may be offered an alternative single occupancy room at a higher rate; or
- the twin/shared vacancy may be filled with another student. Please note the University does not have to consult with you about the person it allocates; or
- if you decide to remain in the room as a single occupant rather than move to an alternative room, the room rate will revert to a single occupancy rate.

5.3 Alternative Accommodation. The University reserves the right to move you to alternative Accommodation for appropriate management and health and safety reasons including the following:

- where the Accommodation is damaged such that it is unfit for occupation, for example, due to fire, flood, infestation, storm, damage, plant malfunction; or
- where the University needs to carry out essential repairs or other building works to the Accommodation; or
- to protect other students of the Accommodation from your behaviour specifically for reasons including (but not limited to) excessive noise disturbance, perceived threats of harassment, bullying or threats of violence or any other reason; or
- to protect your well-being; or
- due to lack of occupancy of a house, flat or corridor; or
- to prevent damage to the Accommodation; or
- to re-allocate the room to another student with a serious medical condition or disability; or
- to comply with any applicable laws or regulations, or Government guidance or other recommendations, or any regulations and/or policies implemented by the University in respect of the same, regarding the health and safety of students, staff and visitors at the Accommodation including, without limitation, social distancing measures and isolation as a result of the coronavirus

pandemic and any other epidemic, pandemic, disease or virus.

5.4 Notice. You will normally be given 48 hours' notice of the requirement to move, unless the circumstances dictate a shorter period. You agree to vacate the Accommodation if required, and occupy the other accommodation prior to expiry of the notice. If you refuse to move out the University may terminate the Agreement and reserves the right to take legal action to force you to move out. If the University has to take legal action it will ask the court for an order that the cost of the legal action be paid by you.

6. ACCESS AND SEARCH

6.1 Access. The University's staff, contractors and other approved third parties have the right to enter the Accommodation to inspect, clean and repair or for any other reasonable purpose. If the University wishes to exercise this right it will, whenever practical, give you advance notice (which may be by email) before entering the Accommodation. If you are not in the Accommodation when the University's staff, contractors or other approved third parties arrive at the Accommodation, you agree that they may enter the Accommodation using a duplicate key.

6.2 Repairs. If you report to the Accommodation Office the need for a repair in the Accommodation, in doing so you agree to permit access to your room whenever the University's staff, contractors or other approved third parties need to inspect your Accommodation and its contents or to carry out repairs or replacements.

6.3 Notice. You hereby agree that advance notice will not be required in the case of an emergency, including where health and safety issues are suspected; or where it is reasonable to suspect the presence of unlawful or prohibited items or activity in the Accommodation, when entry may be at any time. A list of prohibited items can be found in the Accommodation Handbook. Any search will be undertaken in accordance with the University's published Search Policy for Residential Accommodation which can be found at:

www.kent.ac.uk/estates/files/policies/accommodation_search_policy.pdf

Access to the Accommodation will be granted to third parties such as the Police and Fire services and other agencies where appropriate good reason/legal authority is produced.

6.4 Visual room checks. Visual room checks for health & safety purposes can be undertaken at any time, with or without you being present and without advance warning; these checks will be carried out by designated University Safety, Health & Environment Staff where there is reasonable suspicion that you or your guests are in breach of the University's regulations or policies, or failing to comply with any warning issued by the University. A serious breach which may affect others' enjoyment of their accommodation, or contravene the University's rules or regulations or fire and health & safety guidance, including those in place for the University's staff and contractors that work in the Accommodation, may lead to termination of this Agreement - see section 11.1 of this Agreement.

7. PAYMENT OF ACCOMODATION FEES AND TARIFF OF OTHER CHARGES

7.1 Fees. You agree to pay to the University the fees for the Accommodation as shown in 'Your invoice' which is available at <https://kenthospitality.kent.ac.uk/MyAccommodation> and issued in accordance with this Agreement.

The University reserves the right to deliver your course via face-to-face lectures and seminars or distance learning, or a combination of the two, to protect the health, safety and welfare of its students and staff as a result of the coronavirus pandemic or otherwise. You agree to pay the fees for the Accommodation irrespective of how your course is delivered and a course being provided by distance learning will not be grounds on which you may request a refund of any fees you have already paid or a waiver of any unpaid fees, or deduct or withhold payment of all or part of the remaining fees payable by you under this Agreement.

Please consider your ability to pay the fees for your chosen Accommodation before entering into this Agreement. By entering into this Agreement, the University will assume you have considered your ability to, and have the financial means available to, pay the fees for the Accommodation during the term of this Agreement.

Fees for the Accommodation will be payable whether or not you move in to the Accommodation, unless the University terminates this Agreement in accordance with section 11.1.

7.2 First payment. Before the start of the first academic term during the Period of Residence, you agree to pay the first period of Accommodation fees, or set up an automated payment plan in advance www.kent.ac.uk/finance-student/student-finance-guide/accommodation_fees.html.

7.3 Payment dates. You agree to pay the fees for Accommodation irrespective of when your academic course starts and ends. Payment is due on the first day of each quarter for postgraduate students and on the first day of each term for undergraduate students. Please refer to 'Your Invoice' at <http://kenthospitality.kent.ac.uk/MyAccommodation/> for the amounts due each time. Information on how to pay your Accommodation fees is available at www.kent.ac.uk/finance-student/student-finance-guide/accommodation_fees.html.

7.4 Damage. You agree to pay for any damage caused to the Accommodation **by you or by visitors** during the period of this Agreement however caused. See sections 4.8, 7.5 and 7.9 for examples of possible damage charges.

7.5 Charges. The University reserves the right to charge you for any additional costs incurred by the University in relation to any damage or repairs necessary during your

stay in the Accommodation and after your departure from the Accommodation. In some circumstances you may, subject to your right of appeal, be charged collectively along with other students with whom you share the Accommodation a fair proportion of the cost of any replacements or repairs necessary in the shared areas within your Accommodation e.g. kitchens, corridors. In these instances, charges will also be applied should additional cleaning or the removal of rubbish or personal items be necessary. Any additional charges may be added to your student account with the University during your stay or following your departure from the Accommodation.

7.6 Key/fob replacement. You must pay for the actual cost of replacing keys or key fobs that have not been returned by the due date or if they are lost or stolen. A University 24 hour Campus Security Service is available if you are without your keys and unable to access your room.

7.7 Fire safety equipment. You will be required to pay for the cost of re-filling or replacing fire extinguishers or fire blankets and other fire prevention equipment if these items are deliberately mis-used or found to be missing.

7.8 Personal carer. If you have a resident personal carer you will need to ensure that the cost of the carer's room can be met. Home fee paying students may be able to reclaim the cost of the carer's accommodation from their home area Social Services Department.

7.9 Property damage. Damage to University property whether wilful or due to negligence will be charged to the student(s) responsible. Housekeeping managers and supervisors are authorised to pass actual replacement costs on to a student's account. If no culprit is identified then the cost of damage will be divided equally between all students in the Accommodation. Dependent on circumstances, the actual cost of repairs or replacement can be very expensive. Here are some examples of actual costs that were passed on to students in previous years:

- Replacing a bedroom carpet from £175 to £700
- Re-painting bedroom walls from £105
- Replacing a kitchen chair from £100
- Replacing a fridge freezer from £300
- Replacing a computer chair from £107
- Replacing a cooker from £650
- Replacing a microwave oven from £60
- Replacing a window hinge/restrictor from £130

Appeals against the cost of replacement should be made in writing to the Executive

Manager of Housekeeping whose decision is final and binding.

7.10 VAT. At the date of this Agreement the Accommodation fee is exempt from VAT but the University reserves the right to charge VAT if it becomes payable during the Period of Residence, for example, if there is a change in the law.

7.11 Late and non-payment of fees. If fees are not paid by the due dates, late payment charges will be applied until full payment of the outstanding fees are made. For full details of late payment charges see: www.kent.ac.uk/finance-student/faq/index.html?tab=accommodation-fees

Students who remain in arrears beyond the second week of each term will receive a series of letters to remind them of the need to pay and may also receive a visit to their Accommodation from University staff to discuss any arrears, and in some cases may also be evicted for non-payment of Accommodation fees.

Further information relating to student debt and a copy of the complete University Debt Management Policy can be found here: www.kent.ac.uk/finance-student/debtmanagement.html with the full policy available alongside the Student Charter and Regulations for Students: www.kent.ac.uk/regulations/general.html

7.12 Moving out. You agree that if you move out at any time before the end of the fixed final period, as set out in 'Your invoice' at <https://kenthospitality.kent.ac.uk/MyAccommodation/>, **you will remain liable for payment of your Accommodation fees in full for the entire period of this Agreement**, unless this Agreement has been terminated in accordance with Section 11.1.

7.13 Early Departure Form. If you move out of the Accommodation before the end date of your Agreement, you must visit the Accommodation Office to complete an **Early Departure Form** and confirm your intended moving-out date. You also agree on the day of your departure to clear the room of all your belongings, leave it in a clean and tidy state, and return any Accommodation keys/fobs to your local reception or one of the 24 hour Security staff if the reception is closed.

8. RESPECT FOR OTHERS - Equality, Diversity and Inclusivity (EDI)

8.1 What to expect from the University. The University is committed to providing and supporting an inclusive and diverse community that is open and accessible to all students. The University does not tolerate discrimination, harassment or bullying of any groups or individuals on the basis of gender, age, ethnic origin, disability, sexual orientation, religion and belief, marriage and civil partnerships, gender reassignment and pregnancy and maternity, and aims to provide comprehensive student guidelines to ensure fair and consistent behaviour. See more information about EDI at the University here: www.kent.ac.uk/hr-equalityanddiversity

8.2 What the University expects from you. You agree to behave with courtesy, respect and consideration towards other students, University staff, contractors and your neighbours whether in face to face interaction or in any written form. This includes respecting the privacy of others and not taking or using other students' possessions without permission. For the safety and security of students, the University provides a 24-hour Campus Security service available on +44 (0)1227 823300 to respond to any student who may wish to report an incident of anti-social behaviour by other students or their visitors. More information about the Student Support and Wellbeing services on campus can be found here: www.kent.ac.uk/student/support-and-wellbeing/safety.html

8.3 Identification Requests. You must carry your University ID (known as the KentOne Card) on you at all times and should show it on request. Any identification request from a staff member will be impartial, for a genuine reason based upon information for a specific objective or an immediate necessity. In particular, you should have your KentOne card available to show Campus Security Staff if requested, as this is to assist in maintaining a safe campus environment for the benefit of all. Please be aware that failure to co-operate with this request can be considered as a breach of the Student Discipline Procedure in certain circumstances. Full information on Campus Security's Code of Conduct including information on why and when identification may be requested can be found on the Campus Security website: www.kent.ac.uk/estates/services/security/index.html

8.4 Noise. You agree to keep noise at a level that does not interfere with the study, sleep or comfort of other students, staff and neighbours. This includes TVs, music systems, CD players, musical instruments etc. The University strongly advises that headphones are used at all times. You must reduce the level of noise immediately if requested to do so. Where severe noise disturbance is caused to other students, the University reserves the right to temporarily confiscate sound equipment until the end date of this Agreement. www.kent.ac.uk/student/community

8.5 Cleaning. You agree to keep your room/flat/house in a clean state and carry out your share of cleaning in your room and the communal areas for which you are responsible (e.g. the kitchen/kitchenette and shower/toilet areas).

You are required to regularly remove rubbish from the Accommodation and place it in the bins provided. You agree that if the communal areas are not kept clean, the University may issue a warning and request that the areas be cleaned. Following the issue of a warning, the University reserves the right to pass on to you any costs related to returning your Accommodation to the clean and hygienic standard that it was in when you moved in.

8.6 Parties. The Accommodation is not suitable for the holding of parties. Gatherings of people in the Accommodation will inevitably cause overcrowding, unwanted visitors, and disturbance and distress to your neighbours and for these reasons you agree not to advertise or hold any parties in your Accommodation.

8.7 Smoking. You agree not to smoke in any area of the Accommodation including your bedroom. The University has a strict no smoking policy in all University buildings. Electronic cigarettes and vaping are also banned/prohibited in all University buildings, including the Accommodation.

The 'No Smoking Policy' can be viewed on the Policies and Procedures page here: www.kent.ac.uk/governance/policies-and-procedures/index.html

8.8 Drugs and alcohol. Possession, taking or selling of illegal drugs are criminal offences. In addition, drug dealing may lead to police action and automatic termination of this Agreement and your enrolment at the University. The University 'Alcohol Policy' and 'Drugs and Substance Abuse Policy' can also be found on the Policies and Procedures page: www.kent.ac.uk/governance/policies-and-procedures/index.html

8.9 Prohibited items. Due to the potential fire risk you are not allowed to bring into the Accommodation any electrical appliances for cooking or laundry purposes, fridges or any additional heating or cooling appliances. You are also forbidden to use or store any acids, bleach or other strong chemicals, nitrous oxide canisters, and flammable items such as candles, fireworks, joss sticks, tea lights, oil lamps, hookah or hubble bubble pipes, petrol, gas heaters or any item that uses a naked flame. Additionally you agree not to bring into the Accommodation any weapons, including (but not limited to) knives, swords, or other potentially dangerous implements or equipment, in particular firearms including replica or toy firearms or weapons. A further list of prohibited items can be found in the Accommodation Handbook.

8.10 Removal of items from the Accommodation. The University may remove from the Accommodation any items that are banned/prohibited (see section 8.9), or considered dangerous, a fire hazard, or a cause of disturbance to other students e.g. music systems. If the University removes an item, you will be informed that the item has been temporarily confiscated and who you will need to contact to recover the item. The item will be kept secure for you to collect at the end of your Agreement.

9. RESPECT FOR YOUR ACCOMMODATION

It is agreed that the Accommodation shall only be occupied by you and the students allocated to the Accommodation by the University. You will not part with or share occupation of any part or whole of the room unless you are living in a designated twin room. The Accommodation shall be used solely as a residence for a student pursuing or intending to pursue a full-time course of study at the University.

9.1 Hygiene and tidiness. You agree to keep your room and any shared facilities within your Accommodation clean and tidy (this includes corridors, kitchens/kitchenettes, fridges showers and toilets). You also agree to regularly remove all rubbish to the places specified for collection. You agree not to pour anything that might cause a blockage like fat, oil, grease or rice down the kitchen sink.

9.2 Animals. Students may not bring into the Accommodation any animal unless it is an aid for a person with a disability. The student is requested to notify and seek the consent of the Student Support and Wellbeing Service, and the Accommodation Office, well in advance of arrival if an assistance animal is needed, as adjustments may need to be made to accommodate it (e.g. away from students who may be allergic to it). Students will be responsible for the proper care and control of assistance animals and any damage or nuisance which their animal may cause.

9.3 Children. You are not permitted to bring children under 18 years of age into the Accommodation. For health & safety reasons the University has strict policies and rules concerning children on campus. The full policy can be found at: www.kent.ac.uk/safety/hs/pages/guidance_info.html

9.4 Safety and security. You agree to ensure that your Accommodation is left secure at all times. For example, you must not prop open external doors or fire doors and you should lock your room door and close the windows when you are out. For safety reasons, many bedroom windows have restricted window openers and you agree that you will not tamper with or fully open any windows. Please note some bedroom doors will auto-lock when closed while others will not – please keep your key fob on you at all times. The misuse of any fire fighting equipment is a criminal offence and could result in prosecution and University disciplinary action.

9.5 Damage. You agree not to alter or redecorate the Accommodation. You also agree to report in writing any damage to the relevant Housekeeping Office or reception that you find when you first move in. You also agree to report any damage as soon as it occurs and pay for any damages caused by you during the period of the Agreement, either through negligence, deliberate act or accident. You also agree to pay for any damages that may be caused within an area over which you have sole or joint control, if the person who has caused the damage cannot be identified.

9.6 Common liability for damage. Where damage is caused to the Accommodation and, after appropriate investigation, the person(s) responsible cannot be identified; the total cost of repair/replacement will be shared between all students using the relevant area, unless a student can show that they were not at the Accommodation when the damage took place.

9.7 Contents. You agree not to remove any items from the Accommodation and to leave all contents where you found them at the start of the Agreement. You also agree not to bring in to the Accommodation additional furniture or electrical appliances such as refrigerators, fridge freezers, washing machines or tumble/spin dryers etc. See section 12.5 for removal of personal belongings at the end of your Agreement.

10. USEFUL INFORMATION

10.1 Keys. You agree not to mark your Accommodation keys with your address or give them to any other person. If you lose your keys, fobs or swipe card you agree to pay for the actual cost of replacement per key, fob or swipe card to the University. At the end of the Agreement, or if you move out early, you will hand back your keys, fobs and any swipe cards to the reception from where they were collected.

10.2 Defects and repairs. When you first take up residence, you are advised to check your Accommodation for any existing defects e.g. stained mattresses or scratched desks or carpet burns to ensure that you will not be charged for any damage caused by a previous resident. Existing damage should be reported at once to the relevant housekeeping office or reception

After arrival you agree to report any new repairs or defects online here:

www.kent.ac.uk/accommodation/canterbury/living-on-campus#defect-reports

This then ensures that there is a clear record kept of any repairs requested and the dates that items are reported.

10.3 Visitors. You agree not to allow persistent use of the Accommodation facilities by anyone other than the occasional adult guest aged 18 years and older. It is not intended that your guests visit daily and use the Accommodation facilities for washing or cooking whether unplanned or on a regular basis. This includes other students who do not live in your Accommodation. Any visitors may occasionally stay for a maximum of three nights, preferably at weekends, provided this does not inconvenience other students. If you are occupying a twin room overnight visitors are not permitted. Guests should not stay in student Accommodation overnight during the first week at the start of the Agreement.

Visitors must not be left unaccompanied in the Accommodation and must not be given any keys. You agree to be responsible for your visitors throughout their stay. You also agree to be responsible for their conduct and behaviour and for any damage they may cause.

The University reserves the right to remove or exclude visitors and withdraw this privilege if, in its reasonable opinion, it is necessary to do this for the health, safety and wellbeing of other students and staff, or to safeguard the University's property. Where appropriate, the University will notify you in writing if it decides to exercise its right to remove or exclude visitors from the Accommodation and state the reason for its decision or refer you to the relevant University policy which sets out the University's latest rules regarding visitors.

The University may need to restrict visitors' access to the Accommodation for the academic year 2020/2021 – please refer to the University's Accommodation Coronavirus Policy for the latest rules and guidance, which is available online:

www.kent.ac.uk/accommodation/canterbury/living-on-campus#important-information.

10.4 Use of the Accommodation. Only you can live in the Accommodation unless you are living in a designated twin room. You are not allowed to assign (transfer) the benefit of this Agreement to another person or sublet the Accommodation on a temporary or permanent basis. You agree not to use your room or the Accommodation for any business or commercial purposes or illegal or immoral activity.

10.5 Car Parking. Car parking is not available to students who live in Canterbury campus Accommodation (with some exceptions). This means that students who live in Becket Court, Darwin College, Eliot College, Keynes College, all Park Wood courts, Rutherford College, Turing College, Tyler Court or Woolf College are not permitted to bring cars to the University of Kent or the City of Canterbury.

For information on whether you are eligible for a student parking permit visit:
www.kent.ac.uk/transport/byroad/student/index.html

10.6 Bicycles. Bikes may only be parked in designated outside areas of the campus and must not be brought into any University accommodation or buildings including bedrooms, hallways/corridors, Housekeeping or maintenance store areas so that all fire exit routes remain unobstructed at all times.

10.7 TV License. If you watch television channels in your room you agree to accept responsibility for purchasing a TV License. The University does not guarantee TV reception in the Accommodation and does not have a site wide license for the use of television sets or television channels accessed online via the internet. The only exception is where a television is already equipped by the University within the room (for example in Keynes College Flats large rooms and Turing College extra-large rooms). Licence details are available on request. The TV Licensing Authority (an external organisation) does prosecute non-license holders and can issue a fine of up to £1,000. More information is available at www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1

10.8 Mail. You must ensure that your post is redirected before you move out of the Accommodation. Further information can be found at:
www.postoffice.co.uk/redirection

The University is unable to forward your mail after you have left the Accommodation.

10.9 Discipline. You and your visitors agree that if you breach University regulations and policies you may be subject to the non-academic student disciplinary procedures. Breach of University regulations and policies whilst at the Accommodation is also a breach of this Agreement and may result in termination of the Agreement.

10.10 Bed and Flex. This dining scheme is where a meal allowance is included in

the cost of the Accommodation fees in Eliot and Rutherford Colleges. A daily allowance of £10.00 is available seven days per week during term-time only in a choice of several venues. This allowance is added automatically to your key fob each day as two £5.00 tokens. You can either decide to use the full £10.00 daily allowance in one go towards one substantial meal or use the two £5.00 tokens for two smaller meals instead. Please note that any remaining balance from either token does not carry towards the next, e.g. a meal costing £5.25 paid with tokens will be deemed as both tokens having been used; you may choose to pay the remaining 25p in cash in this case to preserve the other token. In addition, the full £10.00 daily tokens do not carry over and will expire at the end of each day if not spent.

10.11 Bed and Bistro. Breakfast and dinner are included in the meal package for Becket Court and Keynes College (blocks F, G, H and I) during term time only. Meal allowance is non-transferable and non-refundable regardless of whether meals are taken or not.

10.12 Students with disabilities. Students with disabilities are advised to disclose this information to the Accommodation Office and Well Being Service when you apply for accommodation so that they can be advised of any special arrangements e.g. Personal Emergency Evacuation Plans (PEEPS) which may need to be made in case of fire and other emergency.

Similarly, if you have a medical condition or disability which means you are classed as a 'vulnerable person' and you are therefore extremely vulnerable from coronavirus, we encourage you to disclose this to the Accommodation Office and Well Being Service when you apply for Accommodation. The University tries to accommodate all students, but the University will not be able to guarantee a suitable living environment if you are a 'vulnerable person' as staff, contractors and other approved third parties may need to enter the Accommodation from time to time. You accept an offer of Accommodation at your own risk.

10.13 Electoral roll. It is your responsibility to register to vote in elections whilst living in Canterbury. This can be done on-line here www.gov.uk/register-to-vote. The University urges you to do this as this enhances your personal credit rating and funding for many local authority services is calculated using the numbers of students registered on the electoral roll.

10.14 Additional Benefits. The University may provide you with additional benefits during the term of this Agreement, such as access to sports and leisure facilities. These facilities are provided at the University's discretion at no additional charge to you and do not form part of the fees you pay under the terms of this Agreement. The University reserves the right to withdraw or change the additional benefits provided by it at any time.

11. TERMINATION AND SUSPENSION OF THE AGREEMENT

11.1 Termination of the Agreement. The Agreement may be terminated immediately by the University without any liability to you in the following circumstances:

- **Failure to arrive.** If you do not commence your course of study at the University, or do not move into the Accommodation within two weeks of the start of the first academic term after the date on which this Agreement is entered into, and you do not contact the Accommodation Office and the University Admissions Office to confirm when you intend to arrive.
- **Damage.** If your Accommodation has been severely damaged and, acting reasonably, the University deems it unfit for occupation and is unable to provide alternative Accommodation (although the University will always make every reasonable effort to provide you with similar alternative Accommodation).
- **Failure to disclose information.** If any information supplied by you, or on your behalf, in connection with your application for a place in the Accommodation is untrue, inaccurate or misleading, or if you fail to disclose relevant information which would amount to a misrepresentation, and the University considers (acting reasonably) that the relevant information makes you unsuitable to live in the Accommodation.
- **Debt.** If you are in debt with the University or become subject to a county court judgment, bankruptcy petition or order, or you commence negotiations with your creditors to reschedule your debts or enter into a compromise or arrangement with your creditors (excluding any debt owed to the Student Loan Company or any other government or private institution in connection with your tuition fees or any maintenance loan). If you remain in debt and are evicted by the University or you become subject to a county court judgment, bankruptcy petition or order then you may still continue to be a student at the University providing you have fully paid, or are sponsored for, your tuition fees. You will not, however, be entitled to apply for University accommodation at any future point of your studies. This would also include further studies that you may participate in at a later stage (i.e. postgraduate studies). If you fail to pay all or any sums due in connection with any previous accommodation provided by the University then this Agreement will be terminated prior to the start of the Period of Residence.
- **Breach of agreement.** If there is a serious or persistent breach of the Agreement (including any failure to comply with regulations, guidelines or policies referred to in the Agreement) by you, or your behaviour constitutes a serious risk to University property, or the health, safety or welfare of you or

others.

- **Health and safety.** If the University considers it is necessary to close your Accommodation to protect your health and safety, and the health and safety of other students and staff (e.g. for fire or other safety reasons, or an outbreak of an infectious disease or virus (including an epidemic or pandemic), or an infestation by insects) and it is unable to provide you with alternative Accommodation.
- **Criminal proceedings.** You must notify the University as soon as possible of any pending or actual criminal proceedings you face. Should you fail to notify the University of pending or actual criminal proceedings, the University reserves the right to terminate the Agreement.
- **Withdrawal from University.** If you do not commence, or you withdraw from, your course of study prior to the start of the Period of Residence.

11.2 Suspension of the provision of Accommodation. The University may suspend the provision of Accommodation under the Agreement without any liability to you (unless otherwise stated in these terms and conditions) in the following circumstances:

- **Non-payment of fees.** If you owe the University money under this Agreement.
- **Health and safety.** If the University considers it is necessary to close your Accommodation to protect your health and safety, and the health and safety of other students and staff (e.g. for fire or other safety reasons, or an outbreak of an infectious disease or virus (including an epidemic or pandemic), or an infestation by insects) and it is unable to provide you with alternative Accommodation.

If the University suspends the provision of the Accommodation, it will give you as much notice as reasonably possible, but this may not be possible in the case of an emergency. You must return your key/fob or short term loan access card to your college reception and remove all of your belongings from the Accommodation until you are allowed to re-enter the Accommodation. Unless the University suspends the provision of the Accommodation because you have not paid your fees, the University may provide you with a proportionate refund for the period of which you are unable to use the Accommodation if it is reasonable to do so in the circumstances.

11.3 Withdrawing, intermitting, or are de-registering from the University. If you withdraw, intermit, or are de-registered from your course of study at the University, you must visit the Accommodation Office as soon as possible (and within 14 days of the date your academic school approves your withdrawal/intermission) to complete

an official **Early Departure Form** and confirm the date you will be vacating the Accommodation. Your Agreement will then be terminated after a four week notice period. You must continue to pay all fees payable under the terms of this Agreement during the four week notice period.

You should vacate your Accommodation within this four week notice period. You must return your key/fob or short term loan access card to your college reception and remove all of your belongings from the Accommodation during this period.

Failure to complete an **Early Departure Form**, remove all of your belongings from the Accommodation and return the key/fob to your college reception (or to Campus Security out of hours) will result in charges continuing for the Accommodation.

If your room is re-let to another approved replacement student during the four week notice period, your Accommodation fees will be adjusted from the date the new occupant moves in.

If any keys are not returned you will be charged for the cost of their replacement and the cost of any lock changes that will also be required in your house, flat or corridor. If you were issued with a letter box key this must also be returned at the end of your stay. These charges will be added to your student account at the Income Office in the Registry.

11.4 Replacement occupant. The University is under no obligation to find a replacement occupant. Any replacement occupant must be another full-time student of the University who is not already occupying other accommodation owned or managed by the University, or in the private sector. The University shall be entitled to fill any rooms which are already vacant before allocating people on any waiting list to your Accommodation.

11.5 Overdue payments. If any fees or other sums payable under the Agreement are overdue, you will also be liable for various sanctions under the University Debt Management Procedures policy up to and including the possibility of eviction from the Accommodation. Information on debt management, including a copy of the full policy, can be found here: www.kent.ac.uk/finance-student/debtmanagement.html

If it is necessary to take court proceedings to recover money from you or to require you to vacate the Accommodation, the University will ask the court to make an order requiring you to pay for the reasonable costs of those proceedings.

Any term of the Agreement allowing the University to bring the Agreement to an end does not affect any rights you may have under the Protection from Eviction Act 1977.

You may apply to terminate the Agreement by giving written notice to the University not less than eight weeks prior to the start of the Period of Residence. The University is under no obligation to agree to the termination of the Agreement unless a suitable replacement occupant enters into an agreement to occupy the Accommodation. See section 11.4 for further information about finding a replacement occupant.

11.6 Under 18. If you are under 18 when the Agreement is entered into, you may terminate the Agreement on the condition that:

- within the two weeks after your 18th birthday you give the Accommodation Office at least four weeks' written notice of your intention to terminate the Agreement and in the notice specify the end date; and
- you have paid in full on or before the end date all of the Accommodation fees, and any other fees due under the Agreement, up to and including the end date.

11.7 Early Departure Form. If you are considering moving out of the Accommodation before the official end date of your Agreement you must always visit or contact the University Accommodation Office concerning this and complete an **Early Departure Form**.

Under the terms and conditions of the Agreement you will remain liable for the payment of your Accommodation fees until the end date of the Agreement.

The University's acceptance of the keys/fob at any time does not terminate the Agreement while any part of the Period of Residence or notice period (as applicable) remains unexpired.

The University is under no obligation to find a replacement occupant for your Accommodation but will terminate your Agreement if a suitable replacement student approved by the Accommodation Office accepts the terms and conditions of the Agreement and moves in. See replacement occupant requirements in section 11.4.

12. VACATING THE ACCOMMODATION

12.1 Keynes College and Becket Court. If you live in Becket Court or Keynes College (blocks F, G, H and I) you will need to vacate your Accommodation during each vacation period and return your Accommodation fob to your college reception before the start of each vacation period as specified in your Licence to Occupy University Accommodation <http://kenthospitality.kent.ac.uk/MyAccommodation/>. You may leave your belongings in the Accommodation during the winter vacation but you must clear your room of your belongings for the spring vacation.

12.2 Rutherford and Eliot Colleges. If you live in Eliot and Rutherford Colleges you may leave your belongings in the Accommodation during the winter and spring vacation periods. However, you must vacate your Accommodation during the University's winter vacation closure period and return your Accommodation key fob to your college reception before the start of the vacation closure period as specified in your Licence to Occupy University Accommodation <http://kenthospitality.kent.ac.uk/MyAccommodation/>.

12.3 Leaving. You will cease to be entitled to the use of the Accommodation and you shall vacate the Accommodation, leaving it clean and tidy and locked, and you agree to return all Accommodation keys, fobs and key cards to the reception from where they were obtained, **by 10.00 on the day on which this Agreement expires or is terminated or suspended.**

12.4 Day of departure. If you do not vacate the Accommodation by 10.00 and return the keys, fobs and any swipe cards, you agree to pay to the University additional charges for the Accommodation; this however does not provide entitlement for a student to remain in the Accommodation beyond the effective date/time of the expiry, termination or suspension of the Agreement. In addition if the University has to take action (which may include legal action) to require you to move out of the Accommodation, you agree to pay costs incurred (including legal costs) together with any damages and loss the University suffers (including, but not limited to loss of income) as a result of you failing to leave.

12.5 Personal belongings. All personal items should be removed from your Accommodation by/on your departure date. There are no storage facilities on campus for personal belongings, as such any items left behind after your departure date will be considered non-essential/unwanted and be recycled, donated or disposed of. Excess items left behind (more than the contents of one standard black bin bag) may incur a fee covering the actual cost of disposing these items.

13. ADDITIONAL AGREEMENT DOCUMENTS

You agree to comply with all and any terms and conditions, regulations, guidelines and policies set and updated by the University from time to time in respect of the Accommodation, including the following:

13.1 Online. The online Agreement summary containing details of your room allocation, 'your invoice' for the Accommodation and other details.

13.2. Accommodation Handbook. This can be found at:
www.kent.ac.uk/accommodation/canterbury/living-on-campus

13.3 College Life and Community Team and Student Conduct and Complaints Office. Information can be found at: www.kent.ac.uk/guides/colleges and www.kent.ac.uk/studentservices/complaints/index.html

13.4 The Student Charter and Regulations for Students. These can be found online at: www.kent.ac.uk/regulations/general.html

13.5 Search Policy for Residential Accommodation. This can be read at: www.kent.ac.uk/estates/files/policies/accommodation_search_policy.pdf

13.6 Student Health and Safety Guidelines. This can be found at: www.kent.ac.uk/safety/studentssafety/index.html

13.7 The University Debt Management Policy. Extracts can be found at: www.kent.ac.uk/finance-student/debtmanagement.html or the policy in its entirety can be found through the Student Charter and Regulations for Students as linked above.

13.8 The University Anti-bribery and Corruption Policy. This can be found at: www.kent.ac.uk/governance/policies-and-procedures/bribery.html

13.9 Accommodation Coronavirus Policy. This can be read at www.kent.ac.uk/accommodation/canterbury/living-on-campus#important-information.

The University reserves the right to amend any regulations, guidelines or policies, or introduce new regulations, guidelines or policies, from time to time. You will be notified of any changes in writing by email to your University email address.

14. GENERAL

14.1 Variations. Variations to this Agreement, such as early termination and waiver of charges, are only possible with the written agreement of a member of staff from the central University Accommodation Office which is located in Tanglewood near Keynes College.

14.2 Liability. Nothing in this Agreement shall limit or exclude the University's liability for death, personal injury or anything else which it is unable to limit or exclude liability in respect of by law.

14.3 Council Tax. If for any reason you cause the University to become liable for Council Tax for the Accommodation (for example because you are in full time employment or claiming social security benefits) then you will repay to the University within 14 days of written demand any sums paid by the University to the local authority in respect of such Council Tax.

14.4 Proxy. If the Agreement is accepted by your parent or guardian as you are under 18 then you and your parent or guardian shall be jointly and severally liable to make the payments set out in 'Your Invoice'.

14.5 Severability. If any provision of this Agreement is held to be illegal, invalid, or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, that provision or part-provision shall, to the extent required, be deemed to be deleted and the legality, validity and enforceability of the remainder of this Agreement will be unaffected.

14.6 Governing law. The Agreement, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by and construed in accordance with the law of England, and you and the University irrevocably agree that the courts of England shall have exclusive jurisdiction to settle the same.

14. COMPLAINTS AND REDRESS

If you are dissatisfied with your Accommodation or the way it is managed, any complaint should be made in the first instance to your local reception or housekeeping office or the University Accommodation Office. Complaints can also be made in writing by using the email feedback form at:

www.kent.ac.uk/accommodation/more-info/contact-form/index.html

If you are not happy with the outcome and wish to pursue your complaint further, you should do so in accordance with Kent Hospitality's complaints procedure available from the tab at the bottom of the 'Contact Us' web page above.

The University is also a member of Universities UK (UUK) Code of Practice for student accommodation. Further information on the UUK Code of Practice can be found at: <http://www.thesac.org.uk/>

If your complaint is related to the Code of Practice and you have been through the internal Kent Hospitality and University complaints procedure and remain dissatisfied, an independent review of your complaint can be undertaken by the Office of the Independent Adjudicator (OIAHE). For more information, go to: www.oiahe.org.uk

A complaint will not normally be considered more than **three months** after the substantive event(s) complained about.

Redress

The Accommodation Office would wish to have the opportunity of putting matters right wherever possible or, if appropriate, by providing alternative Accommodation. Monetary compensation is only paid in exceptional and appropriate circumstances. Students need to be realistic about compensation: in most cases compensation will be a modest amount. Only in cases where a student can demonstrate real financial loss, proven negligence or major inconvenience arising out of a breach by the University is compensation likely to be at a higher level.

The Accommodation Office's postal address for complaints or service of notices (including proceedings) is:

Accommodation Office,
Tanglewood,
University of Kent,
Canterbury,
Kent,
CT2 7LX UK

T: +44 (0)1227 766660

E: accomm@kent.ac.uk

GLOSSARY

Accommodation

Means the room provided by the University to you under the terms of this Agreement and includes the shared areas of the accommodation, or any other alternative accommodation where the University has relocated you under this Agreement.

Accommodation Handbook

Includes further information about the Accommodation arrangements at the University. A copy can be found online at:

www.kent.ac.uk/accommodation/canterbury/living-on-campus

Accommodation Office

Means the central University Accommodation Office, located in Tanglewood near Keynes College. This office is part of the University department called Kent Hospitality which is responsible for the management of the Accommodation, catering, conferences and housekeeping.

Agreement

The contract between you and the University relating to the Accommodation which comprises the:

- Agreement Summary
- These Terms and Conditions
- University Regulations
- Accommodation Handbook
- Student Conduct and Complaints Office Information.

Also please note Section 2 - Nature of the Agreement. The Agreement is a 'licence to occupy' the Accommodation granted by the University whilst you are registered on a full-time course of study at the University. The Agreement is not intended to create a landlord and tenant relationship and does not create a tenancy.

Agreement Summary

Means the page of the online process headed 'Agreement to occupy University Accommodation' including 'Your Accommodation' and 'Your invoice' which contain the specific details of the Accommodation being offered to you, the Period of Residence and the Accommodation fees.

Code of Practice

Means the Universities UK Code of Practice for the Management of Student Housing.

The University is committed to managing the Accommodation in accordance with the best practice guidelines set out in the national UK Universities Code of Practice. These can be read at: www.universitiesuk.ac.uk/accommodationcodeofpractice listed as 'The Student Accommodation Code PDF'.

Colleges and Community Life Team and Student Conduct and Complaints Office

All students at Kent are assigned College membership on a random basis prior to arrival at the University. This is a provisional membership, please confirm your membership in Kent Vision after you have registered at the University: The Colleges and Community Life Team exist to:

- Offer advice, help and support
- Be the first port of call when you need assistance of any kind.
- With the Students Conduct and Complaints Office, enforce the University's non-academic student discipline regulations; the code of conduct that all students must abide by whilst they study at the University, wherever they may reside, be it on or off the campus.
- All matters will be dealt with in the strictest confidence

Colleges and Community Life Team can be found at:

www.kent.ac.uk/guides/colleges

The Student Conduct and Complaints Office can be found at:

www.kent.ac.uk/student-services/complaints/index.html

Housekeeping Offices

These offices are located in each college, Tyler Court A and behind the reception at Park Wood.

Income Office

This office is where you make Accommodation and tuition fee payments to the University and it is located in the Registry building. Their email address is

accomfinance@kent.ac.uk

Period of Residence

This means the period during which you may stay in the Accommodation under the terms of this Agreement, as set out on the University's accommodation portal at <https://kenthospitality.kent.ac.uk/MyAccommodation>. The Period of Residence start and end dates may be subject to change should the dates of the University academic year vary for any reason.

Sponsor

Any person or organisation that is paying all, or part of your Accommodation fee.

Terms and Conditions of the Agreement

Means this document