

Procedure for accessing Student Accommodation

Who is this guide for?

This guide is intended to assist students and staff who may need to access residential accommodation on the University of Kent's Canterbury campus. The University's Maintenance, Security, Housekeeping, and Information Services teams, or UPP staff, are committed to ensuring the proper maintenance and upkeep of the university buildings. There may be occasions when either university staff, UPP staff or approved external contractors need to access campus accommodation buildings to carry out essential or emergency repairs, to view, clean or inspect the accommodation, or to speak to the students.

The University always aims to provide its students with quality services that meet their needs. However, all services are susceptible to faults, some of which may be beyond the University's control. In such cases, it is reasonable to wait for the repair. To ensure that the University can respond promptly to any service failures and maintenance defects, we request that students report any issues as soon as they arise. Upon being notified of maintenance defects and other problems, the University will take appropriate actions to mitigate and remedy these problems or offer alternative accommodation where appropriate.

Students are encouraged to report any new damages or defects that occur during their period of occupation promptly, using the online maintenance defect reporting system on the [Home at Halls app](#). A staff member may visit the accommodation to attend to the issue once the problem has been reported. A guide outlining the expected timeframes for resolving a maintenance defect is available on our website.

For emergency repairs outside normal working hours, students should report any issues to Campus Security, who will decide whether a repair is urgent. In such instances, they will call out a member of the maintenance team if necessary. Normal working hours for minor maintenance or housekeeping queries are from 08:00 until 18:00 Monday to Friday. Depending on the severity, emergency issues such as water leaks, power outages, etc., may be addressed outside of these times.

According to the terms and conditions of their accommodation agreement, students accept that the University's staff, contractors, and other approved third parties have

the right to enter their accommodation and that their accommodation may be accessed for inspection, cleaning and repairing, or for any other reasonable purpose. If the accommodation is unoccupied when the University's staff, contractors, or other approved third parties arrive, they accept that the accommodation may be accessed using a duplicate key.

When might someone need to access an occupied residence?

There may be instances when staff will need to enter the accommodation for reasons other than attending a reported issue. These may include planned maintenance tasks such as fire detector servicing and health and safety checks, which require access to student bedrooms. Any planned maintenance or disruptive maintenance (e.g., shutting off water/electricity, etc.) will be communicated to students via email, giving a minimum of one week's notice of the works starting, or as soon as possible.

We may occasionally need to access a student's bedroom with little or no notice if:

- We need to urgently fix a maintenance issue
- We have health and safety concerns

What is the process someone will follow before attempting to enter an occupied residence?

Staff and contractors will follow the steps below when entering a student's accommodation:

1. Staff and contractors should always wear their ID and be mindful that this is an occupied room.
2. Staff/contractors will knock three times on the door and announce their department (i.e., housekeeping). They will wait five seconds and listen for a response.
3. Staff/contractors will knock a second time and wait another five seconds, listening for a response.
4. If required, students should ask the staff member to give them more time before entering, by calling out 'wait please'.
5. If there is still no response, staff/contractors will knock again for the third time and enter the room slowly, again calling out the name of the department they represent.
6. Staff/contractors should take extra care when entering an accessible accommodation as students with mobility issues may need extra time to respond.
7. Staff/contractors will leave the door wide open whether the student is present or not. If the student returns, they will see the door is open and that someone is in their room.

8. Staff/contractors will carry out work with care and diligence. They will ensure that the room remains secure when they leave and avoid moving student belongings wherever possible.

9. If staff have accessed a student's bedroom without advanced warning, a short form will be completed and left in the accommodation to advise the student of their visit. An example form is attached below.

 MAINTENANCE	Room: Date: Time:
<p>Maintenance staff visited your room today to complete Fire Detector check.</p> <p>Any queries please call 01227378700 or email Woolfreception@kent.ac.uk</p> <p>Technician:</p>	