

Procedure for accessing student accommodation

Who is this guide for?

This guide is designed to help students and staff who may need access to residential accommodation on the University of Kent's Canterbury campus. The University's Maintenance, Security, Housekeeping, and Information Services teams, along with UPP staff, are committed to ensuring the proper upkeep and smooth running of university buildings.

Access to Accommodation

At times, University staff, UPP staff, or approved external contractors may need to enter campus accommodation to carry out essential or emergency repairs, to view, clean, or inspect the property, or to speak with students.

Service Quality and Maintenance

The University strives to provide quality services that meet student needs. However, all services are subject to occasional faults, some of which may be beyond the University's control. In such cases, it may be necessary to wait for repairs to be completed. To help us respond as quickly as possible to service issues or maintenance defects, students are asked to report problems as soon as they occur. Once notified, the University will take appropriate action to resolve the issue, mitigate its impact, or, where necessary, offer alternative accommodation.

Reporting Issues

Students should report any new damages or defects promptly using the online maintenance reporting system available on the [Home at Halls app](#). Once an issue has been logged, a staff member may need to visit the accommodation to address it.

Response Times

A guide to the expected timeframes for resolving maintenance defects is available on our website: [Response times for defect reports](#).

Emergency Repairs

For emergency repairs outside normal working hours, students should contact Campus Security, who will assess whether the issue is urgent. If required, they will call out a member of the maintenance team or an external contractor. A follow-up visit from the maintenance team may be needed the next working day to complete the repair.

Important Reminder

Any defects reported to Campus Security out of hours should also be logged by students via

the **Home at Halls** app. This ensures proper follow-up, particularly where a repair could not be completed immediately.

Access and working hours

Normal working hours for minor maintenance or housekeeping queries are **Monday to Friday, 09:00 to 16:45**. Maintenance work is also carried out during these times. Depending on the severity, emergency issues, such as water leaks or power outages, may be addressed outside of these hours.

Under the terms and conditions of the accommodation agreement, students accept that University staff, contractors, and other approved third parties have the right to enter their accommodation for inspections, cleaning, repairs, or any other reasonable purpose. If the accommodation is unoccupied at the time of the visit, staff and contractors may access the property using a duplicate key.

When Might Someone Need to Access an Occupied Residence?

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

In some cases, staff may need to access a student's bedroom **with little or no notice**, for example:

- To urgently fix a maintenance issue
- To address health and safety concerns

Process for Accessing an Occupied Residence

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

1. **Identification:** Staff and contractors must always wear their ID and be mindful that the room is occupied.
2. **Initial knock:** They will knock three times on the door and announce their department (e.g., Housekeeping), then wait five seconds for a response.

3. **Second knock:** If there is no response, they will knock a second time and wait another five seconds.
4. **Student delay:** Students can call out “wait, please” if they need more time before entry.
5. **Final knock and entry:** If there is still no response, staff/contractors will knock a third time and enter the room slowly, again announcing their department.
6. **Accessible accommodation:** Extra care will be taken when entering accessible rooms, as students with mobility issues may need additional time to respond. Students can indicate any special arrangements when reporting a defect via the **Home at Halls** app or by contacting the Accommodation team directly.
7. **Door open:** Staff/contractors will leave the door wide open, whether the student is present or not, so the student can see if someone is in the room upon returning.
8. **Conduct:** Work will be carried out with care and diligence. Rooms will be left secure, and student belongings will not be moved unnecessarily.