

1. **BACKGROUND:**

- 1.1 This is an assured shorthold tenancy under the Housing Act 1988.
- 1.2 You understand that We will be entitled to recover possession of the Room when the Term ends.

2. **GRANT OF TENANCY**

- 2.1 We will let the Room (including the Fixtures and Fittings) to You for the Term at the Rent.
- 2.2 We will grant You the right to use the kitchen, laundry and other communal facilities and Communal Areas at the Property, together with all other tenants.

3. **RENT AND OTHER CHARGES**

- 3.1 It is a condition to this Agreement that You will pay the Reservation Fee to Us on the date of this Agreement (where demanded). In the event cleared funds are not received for the full amount within seven (7) calendar days after You have signed this Agreement, the Room will be released without further notification. This means the Room will no longer be available for You to occupy from the Start Date.
- 3.2 You will provide us with Your payment details before the first Rent Payment Date.
- 3.3 You will pay to Us the Rent Instalments in advance on or before the Rent Payment Dates in accordance with the Rent Payment Plan.
- 3.4 If the first Rent Instalment, due prior to the Start Date and You moving into Your Room (the **"First Rent Instalment"**), is not received as cleared funds within seven (7) calendar days of the Rent Payment Date We reserve the right to cancel Your booking and resell the Room.
- 3.5 We reserve the right to amend the Rent Payment Plan subject to University term and expected student finance payment dates.
- 3.6 You will be in breach of this Agreement if You fail to pay the Rent in accordance with this clause and We shall be entitled to demand that the total remaining Rent payable for the Term is immediately due.
- 3.7 You agree to pay during the Term all costs, charges, expenses and other outgoings payable in connection with the Room, including (but not limited to) any TV licence, telephone line rental and telephone call and council tax. You will indemnify Us against any failure by You to pay these costs.
- 3.8 You will provide Us with any information we reasonably ask for to ensure that the Room is exempt from council tax. You agree to pay any council tax and any additional costs We are charged by the relevant council in the event that You do not provide Us with sufficient information.
- 3.9 The Rent includes a reasonable residential use of electricity, water, sewerage and utility services (inclusive of VAT). We reserve the right to charge You for excessive usage in Our absolute discretion.
- 3.10 If You fall into an unauthorised arrears position, We reserve the right to:
 - (a) withdraw any promotional benefits which may have been available at the time of booking the Room; and
 - (b) remove Your internet access during the period of You being in arrears, and to pass on to You any associated costs to Us incurred in restoring internet access once the arrears have been cleared.
- 3.11 You will not be able to withhold payment of any money due to Us under this Agreement on the basis that the Deposit Service holds any Deposit paid by You (which is to be paid by Us to the Deposit Service within 30 days of the start of the Tenancy).
- 3.12 If You request any changes to this Agreement once it has been signed, then We reserve the right to levy a charge in connection with, but not limited to:
 - (a) cancellations (please see Our cancellation policy for details);
 - (b) room moves;

- (c) changes to payment options; and
- (d) changes to Guarantor details.

3.13 We reserve the right to charge You a fee of £30 for each late payment or bank dishonour, in addition to the fees charged by Our bank or Your bank.

4. **GUARANTOR**

4.1 You must provide a bona fide Guarantor on the date of signing this Agreement.

4.2 The Guarantor guarantees to Us that You shall pay the Rent and perform and observe Your obligations under this Agreement. If You do not pay the Rent and/or perform and observe Your obligations, the Guarantor will do so instead and the Guarantor will reimburse Us for any losses, damages, costs and expenses suffered by or incurred by Us as a result. We are under no obligation to bring any claims against You before bringing any action against the Guarantor.

4.3 The Guarantor's Agreement is to be completed and returned within seven (7) calendar days of you signing this Agreement or, in the event that this Agreement is signed within seven (7) calendar days of the Start Date, prior to the date that You move into the Room. If the Guarantor's Agreement is not completed and returned in accordance with this clause 4.3 we reserve the right to release the Room for general sale without further notification and the Room will no longer be available for You to occupy from the Start Date.

4.4 The Guarantor covenants with Us as principal obligor and as a separate and independent obligation and liability from its obligations and liabilities under clause 4.2 to indemnify and keep indemnified Us against any failure by You to pay the Rent and/or to observe or perform any of the covenants under this Agreement.

4.5 The liability of the Guarantor shall not be affected by:

- (a) any time or indulgence granted by Us to You;
- (b) any delay or forbearance by Us in enforcing the payment of the Rent or the observance or performance of any of Your obligations in this Agreement or in making any demand in respect of them;
- (c) Us exercising any right or remedy against You for any failure to pay the Rent or to observe or perform Your obligations in this Agreement; or
- (d) You dying or becoming incapable of managing Your affairs.

5. **YOUR RESPONSIBILITIES**

5.1 **Village Rules**

You will comply with the Village Rules annexed to this Agreement, as well as any rules and regulations notified to You by Us.

5.2 **Room and Communal Areas**

You will:

- (a) use the Room and the Communal Areas for Your own private residential purposes only;
- (b) not sub-let or assign the whole, or any part, of the Room or any of Your rights under this Agreement nor part with possession or share occupation of the Room;
- (c) not allow any other person to reside on any part of the Property;
- (d) pay on written demand a reasonable sum as required by the relevant emergency service to cover any costs incurred by Us if you set off a fire alarm without due cause (even if accidentally) resulting in the attendance of the emergency fire services or the evacuation of any buildings;
- (e) comply with all relevant legislation and other legal requirements in connection with Your use and occupation of the Room and general conduct in the Property;
- (f) not act or fail to act in a way which will or may result in any policy of insurance in respect of the Property becoming void or voidable or whereby the premium or excess therefore and therein may be increased;

- (g) notify Us of all repairs and/or maintenance work which You consider necessary to the Room or any part of the Property as soon as such repairs or maintenance work are apparent;
- (h) not obstruct any Communal Areas in any way or at any time;
- (i) not interfere with any electrical, gas heating, water or hot water equipment or any other equipment provided by Us within any part of the Room or Property; and
- (j) not tamper or in any way adjust safety controls to any windows such as to override the safety mechanism which has the effect of enabling the window to open to a greater extent than the safety designed limits.

5.3 Giving Us access

- (a) You must permit Us to enter the Room and/or any of our authorised third party contractors, upon prior written notice (which could be by email) of no less than 48 hours in order to carry out any maintenance works, comply with any repair obligations We owe to you under this Agreement and/or by statute and/or for any other reasonable purpose in connection with the management of the Property and to inspect the Room, and/or any Fixtures and Fittings or equipment within the Room.
- (b) In the event of an emergency We reserve the right to enter the Room at any time without serving prior notice, in order to ensure Your safety and the safety of any other residents within the Property and its vicinity.
- (c) We will enter the Communal Areas to discuss the performance of Your obligations under this Agreement when appropriate.

6. EXPIRY OF THE TENANCY

6.1 At the end of Your Tenancy (howsoever determined):

- (a) You will:
 - (i) remove any personal belongings and leave the Room in same in the same clean and tidy condition as it was when handed over at the Start Date excepting fair wear and tear;
 - (ii) jointly and severally with the other occupiers ensure that the Communal Areas are left in the same clean state and condition as they were in at the Start Date;
 - (iii) ensure that any Fixtures and Fittings are left in the Room when leaving;
 - (iv) surrender all access key(s) and/or fob(s) for the Room and the Property (as applicable) to Us. Any key(s)/fob(s) not returned at the end of the Tenancy are subject to a charge for its/their replacement;
 - (v) give Us vacant possession of the Room; and
- (b) We will inspect Your room.

6.2 Breaches of Your obligations under this Agreement

- (a) If You fail to fulfil any of Your obligations under this Agreement You shall be liable to pay, within seven (7) days of written demand, any reasonable costs incurred by Us in remedying such breaches or in connection with the enforcement of those obligations.
- (b) If You fail to remove all personal belongings at the end of the Term in accordance with clause 6.1(a)(i) and continue to fail to remove them within 14 days of being requested to do so by Us then We reserve the right to sell or dispose of such goods. You will indemnify us against any liability to any third party whose property has been sold by Us.
- (c) You shall also be liable for any reasonable costs incurred by Us in connection with collecting or attempting to collect any sums that are due and have fallen into arrears and removing You from the Room and Property.

7. OUR RESPONSIBILITIES

7.1 Deposit

- (a) Upon receipt of the Deposit from You, We will pay the Deposit to the Deposit Service within 30 days of the start of the Tenancy. In the event that You fail to take up the Tenancy from the Start Date, or that You fail to pay the Advanced Rent Instalment before or on the corresponding Rent Payment Date and We cancel Your booking as a result, We shall be entitled to retain the Deposit in full. The Deposit will be held subject to the terms and conditions of the Deposit Service.
- (b) You confirm receipt from Us of the prescribed information for the purpose of section 213(5) of the Housing Act 2004 as set out in the Housing (Tenancy Deposits) (Prescribed Information) Order 2008.
- (c) The Deposit is held as security for the performance by You of all of your obligations under this Agreement. You agree that We are entitled to withhold from the Deposit such proportion of the Deposit as may be reasonably necessary to:
 - (i) make good any damage to the Room, Property or the Fixtures and Fittings (excluding fair wear and tear);
 - (ii) replace any of the Fixtures and Fittings which may be missing from the Property or Room;
 - (iii) pay any accounts for utilities, council tax charges or any other taxes or accounts for which You may be liable, which remain unpaid;
 - (iv) pay any Rent which remains unpaid;
 - (v) pay for the Room, Property and the contents to be cleaned if You are in breach of your obligations;
 - (vi) cover the reasonable cost of the replacement of any keys which you lose or fail to return; and
 - (vii) cover any other amount which is outstanding under this Agreement.
- (d) The Deposit (or the balance of it) shall be returned to You within 10 days of the Deposit Service receiving an application signed by You and Us that the Deposit can be repaid. This application will not be completed until You have vacated the Room and Property and returned Your keys for the Room to Us. We agree that the Deposit shall be returned in accordance with the rules of the Deposit Service. We will not be liable for discharging the Deposit to You or any other party.
- (e) No interest on the Deposit shall be payable to You by Us.

7.2 Room and Property

- (a) We agree to:
 - (i) allow You to quietly possess and enjoy the Room provided that You pay the Rent and comply with Your obligations in this Agreement;
 - (ii) keep the structure and exterior of the Room in good repair; and
 - (iii) keep any Fixtures and Fittings and equipment in the Room in good repair and in proper working order (excluding those fixtures and fittings that belong to You or where such damage has been caused by You or Your visitors, in which case the cost shall be borne by You).

7.3 Disruption

Where repairs or maintenance works have to be carried out, We will make every effort to minimise disruption to You.

8. TERMINATION

8.1 Termination Date

Your right to occupy the Room and this Agreement will terminate on the Termination Date.

8.2 Cancellation

- (a) If you wish to cancel this Agreement, the following provisions will apply:

- (i) You may exercise Your right to cancel within seven (7) calendar days following Your acceptance of Our offer. You have the right to cancel the Agreement and to the return of your Reservation Fee;
 - (ii) You may exercise Your right to cancel the Agreement (as set out in clause 8.2(a)(i)) by giving Us notice of cancellation in accordance with clause 9; and
 - (iii) You will lose Your right of cancellation from the moment You consent to Us providing You with the Room on the Start Date.
- (b) If You are a first year student or You are residing in the Building for the first time You may withdraw Your acceptance of Our offer to provide You with a Room and of the terms of this Agreement (in which case You will receive a refund of the Rent payment and the Reservation Fee) if:
- (i) You do not receive an unconditional offer from Your University You may withdraw Your acceptance of Our offer up to seven (7) days following the release of A Level Results by giving Us notice in accordance with clause 9 and providing Us with evidence which We deem to be satisfactory within this time frame; or
 - (ii) You require a visa to study in the UK, but Your visa application has been rejected, You may withdraw your acceptance of Our offer up to seven (7) days after rejection of Your visa application, and no later than seven (7) days following the release of A Level results by giving Us notice in accordance with clause 9 and providing Us with evidence which We deem to be satisfactory within this time frame.
- (c) With the exception of Your rights under clause 8.2(a), if You are an ongoing student or returning resident of the Building You may not withdraw Your acceptance of Our offer.
- (d) If, after the commencement of the Term, You would like to be released from the Agreement and a replacement tenant is found by You (or by the University) who We believe to be eligible in Our absolute discretion, We will release You from the Agreement, from the date the new tenancy agreement takes effect. The Deposit will then be refunded and We reserve the right to retain £75 for processing Your request. You will remain responsible for any rental arrears outstanding on the date the Tenancy ends.
- (e) If, after the commencement of the Term, You would like to be released from the Agreement but You have not found a replacement tenant (as described above) to take over the Agreement then We reserve the right to retain the Deposit (in accordance with the terms of this Agreement) and You will remain liable for the full Rent and other charges detailed in this Agreement until the Termination Date.

8.3 **Early Termination**

You agree that if You fail to comply with any of Your obligations under this Agreement, We may re-enter the Room and terminate the Agreement (and the Tenancy) before the end of the Term. The circumstances in accordance with which We may re-enter the Room and terminate the Agreement include (but are not limited to) where:

- (a) You have failed to pay the Rent or any part of it for seven (7) days after becoming due (whether formally demanded or not);
- (b) You are in breach of any of Your obligations under this Agreement (including Your obligations in the Village Rules and any other rules or regulations notified to You by Us);
- (c) You are insolvent or declared bankrupt under the Insolvency Act 1986;

- (d) the Room is left vacant or unoccupied for more than 31 days (except where You have notified Us of this in advance);
 - (e) any of the grounds for possession listed in Section 7(6)(a) of the Housing Act 1988 and on grounds 2, 8, 10-15 and 17 as set out in Schedule 2 of the Housing Act 1988 exist;
 - (f) You have failed to occupy Your Room within seven (7) days of the Start Date without notifying Us of a later occupation date;
 - (g) You cease to be a full time student; and/or
 - (h) the Room is unfit for occupation and use.
- 8.4 We will give You the opportunity to remedy any breaches of this Agreement if the breach is remediable. If You have not done so to Our reasonable satisfaction within seven (7) days of a final written notice, we will issue you with a Notice to Quit in accordance with the provisions of the Housing Acts. Should You fail to vacate Your Room and the Property within the notice period We will start legal proceedings against You.
- 8.5 If this Agreement is terminated by Us based on Your failure to comply with any of Your obligations under this Agreement, including but not limited to those matters set out at clause 8.3, You will still be responsible for the payment of up to 100% of the Rent (the amount payable will be determined with reference to clause 8.6 below) for the Term and all other charges applicable under this Agreement accrued as at the date that You vacate the Room (if any), and We may in addition charge You a fee of an amount equal to the reasonable costs incurred by Us as a consequence of Us having to enter into an agreement in a form similar to this Agreement with a new occupier.
- 8.6 You will not be responsible for the full Rent in the circumstances set out in clause 8.5 above if a replacement occupier is found who We reasonably consider to be acceptable and who signs an agreement in a form similar to this Agreement before he or she moves into the Room (a "**Replacement Occupier**"). In these circumstances You will be responsible for payment of the Rent until the date of commencement of the occupation of the Room by the Replacement Occupier.
- 8.7 Our right to terminate this Agreement based on Your failure to comply with Your obligations under this Agreement does not prevent Us from recovering any amount which is payable by You in accordance with this Agreement from You by deducting that amount from Your Deposit or otherwise.
- 8.8 If We exercise Our rights under this clause 8, this does not prejudice any other rights of action or remedies We may have against You.
9. **NOTICES**
- 9.1 Any notice to be given under this Agreement must be in writing and sent by special delivery post or delivered personally, addressed as the case may be to Us or You at the addresses set out on the first page to this Agreement (or such replacement address for Us as we may notify You in writing from time to time) with the exceptions of notices to be served under clause 5.3 which can be served by email.
- 9.2 A notice given in accordance with clause 9.1 shall be deemed to have been received;
- (a) at the time of delivery if delivered by hand or by special delivery post;
 - (b) 48 hours after posting in the case of an address in the United Kingdom and 96 hours after posting for any other address if sent by special delivery post; and
 - (c) at the time the email was sent if sent by email;
- unless the notice is sent outside of the normal business hours of the country where the notice will be received, in which case the notice shall be deemed to have been received at the opening of business on the next business day of that country.
- 9.3 The provisions set out in clause 9.2 shall not apply to a notice served by special delivery post if there is a national or local suspension, curtailment or disruption of postal services which affects the collection of the notice or is such that the notice cannot reasonably be expected to be delivered within 48 hours or 96 hours (as appropriate) of posting.

9.4 In proving service it will be sufficient to prove:

- (a) in the case of personal service or special delivery post, that it was handed to the party or delivered to or left in an appropriate place for receipt of letters at its address; and
- (b) in the case of a letter sent by special delivery post, that the letter was properly addressed, stamped and posted.

10. **DECLARATIONS**

By signing this Agreement You confirm that You:

- (a) will be at the Start Date, a full time student registered with the University and will notify Us immediately if this status changes;
- (b) have made full and true disclosures of all information sought by Us in connection with the granting of this Tenancy; and
- (c) have not knowingly or carelessly made any false or misleading statements (whether written or oral) which might affect Our decision to grant the Tenancy.

11. **GOVERNING LAW AND JURISDICTION**

This Agreement and any dispute or claim arising out of or in connection with it or its subject matter will be governed by and construed in accordance with the laws applicable in England and Wales. The parties agree to submit to the exclusive jurisdiction of the English Courts in relation to this Agreement or any other notice.

12. **THIRD PARTY RIGHTS**

Except to the extent set out in this clause, a person who is not a party to this Agreement has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of, or enjoy any benefit under, this Agreement.

13. **SEVERENCE**

If any term of this Agreement is held to be illegal or unenforceable to any extent, then that term will be deemed not to form part of this Agreement to that extent and the remainder of this Agreement will be unaffected.

14. **DUAL OCCUPANCY ROOMS**

14.1 Where this Tenancy relates to a dual occupancy Room, subject to clause 14.3, You and the tenant you are sharing Your Room with (the "**Second Tenant**") will be jointly and severally liable for any breach by You or the Second Tenant in this Agreement or any agreement entered into with the Second Tenant on the same terms as this Agreement.

14.2 In the event that You wish to cancel or terminate this Agreement in respect of a dual occupancy Room then clause 8 shall not apply and You shall be liable for the Rent until the Termination Date, unless the Agreement is also cancelled or terminated by the Second Tenant in accordance with clause 8, after the date of such termination clause 8.2 shall apply.

14.3 For the avoidance of doubt, in the event that the Second Tenant cancels or terminates their agreement in respect of a dual occupancy Room but You wish to remain in the Room, You shall be obliged to pay any rent payable by the Second Tenant in accordance with the terms of their agreement.

15. **DEFINITIONS AND INTERPRETATION**

15.1 In this Agreement, unless the context otherwise requires, the following definitions shall apply:

- (a) "**Agreement**" means this agreement (including any schedule or annexure to it and any document in agreed form).
- (b) "**Communal Areas**" means those areas which are available to and intended for the use of all tenants and any other such recreational facilities as set out in the Village Rules.
- (c) "**Deposit Service**" means a custodial scheme operated by a third party as authorised by the Government (details available on request).

- (d) **"Fixtures and Fittings"** means all fixtures, fittings, furniture, effects, contents and other equipment belonging to Us.
 - (e) **"Guarantor"** means the individual (who, for the avoidance of doubt, cannot be another student) who undertakes to unconditionally guarantee Your performance of all obligations contained in the Agreement and the payment to Us on demand of all amounts which are at any time payable by You in accordance with the terms of the Agreement.
 - (f) **"Notice to Quit"** means the notice given by Us to You to vacate Your Room and the Property by a certain date.
 - (g) **"Rent Payment Plan"** means the way in which We ask You to pay Your Rent.
 - (h) **"Tenancy"** means the tenancy of the Room created by this Agreement.
 - (i) **"University"** means the educational facility to which you are/will be associated.
 - (j) **"Village Rules"** means the Village Rules at Appendix 1 to this Agreement.
- 15.2 You are jointly and severally liable with other occupiers of the Property for damage caused to any Communal Areas in the Property.
- 15.3 Where the Tenant comprises more than one person, the obligations and liabilities of that party under this Agreement shall be joint and several obligations.
- 15.4 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.

APPENDIX 1 TO LICENCE OR ASSURED SHORTHOLD TENANCY AGREEMENT

RULES OF THE VILLAGE

Subject to the terms of the Licence or Assured Shorthold Tenancy Agreement and any applicable legislative provisions, the Rules of the Village (the "**Rules**") are as follows:

For the purpose of this document the term:

"**Common Areas**" means the entrance halls, passages, stairs, lifts, car parks and other outdoor areas in the building and the Village

"**Deposit**" has the meaning defined in the Licence or the Assured Shorthold Tenancy Agreement as appropriate.

"**Licence or Assured Shorthold Tenancy Agreement**" means the Licence or Assured Shorthold Tenancy Agreement entered into between a resident (or his or her guardian (if applicable)) and Owner which incorporates these Rules.

"**Operator**" means Campus Living Villages UK Limited

"**Village**" refers to the Owner's site and the land adjacent to and between those buildings as defined by a secured perimeter fence.

"**You**" or "**resident**" means the person entitled to occupy the Room under the terms of the Licence or Assured Shorthold Tenancy Agreement.

Subject to the above, words and expressions defined in the Licence or Assured Shorthold Tenancy Agreement shall, unless the context otherwise requires, have the same meanings in these Rules.

1. Introduction

The Rules are a supplement to the Licence or Assured Shorthold Tenancy Agreement which all residents are required to sign prior to taking up residence in the Village. The Rules provide guidance and information about the standards and procedures which residents of the Village are expected to meet and comply with during their residence in the Village.

Throughout the year updates of the Rules and information about residency in the Village will be distributed to residents by emails and flyers. We will give you at least one month's notice of any changes or additions. Where we make any variations to the Rules which are to your significant disadvantage you may end this Agreement at any time by giving the Owner one month's written notice.

Any failure by residents to comply with these Rules and any update or variation of them which is notified by Village Management, Village Staff and Village Security will constitute a failure to comply with the

provisions of the Licence or Assured Shorthold Tenancy Agreement and may lead to disciplinary action including but not limited to termination of the resident's Licence or Assured Shorthold Tenancy Agreement and their right to reside in the Village.

The Rules are intended to benefit all residents. However, the expectations of residents outlined in the Rules should not be seen as an exhaustive list. In becoming a resident of the Village, you become a member of the Village community and accept the responsibilities and obligations associated with being a good neighbour and citizen, whether or not they are detailed in the Rules.

2. Absence from Room

If you expect to be absent from your Room for more than 72 hours, please inform Reception via email, and leave an emergency contact number. You do not have to inform Reception where you are going, we just want to know how to contact you urgently if we need to.

If you are away from the Village for any reason, please contact the Village administration office and leave a message with your contact details if it is unattended.

Should another resident report to Village Management, Village Staff and Village Security that you have not been seen for 72 hours and you have not advised us of your intended absence, Village Management, Village Staff and Village Security reserves the right and has the authority to enter your Room/Flat to check that you are okay.

If you are reported as being absent for more than 72 hours, and we have no records of your whereabouts, Village Management, Village Staff and Village Security may report you as a missing person to the police. If you are under 18 years of age we will also contact the person who is defined to be the licensee in your Licence or Assured Shorthold Tenancy Agreement and/or your Guarantor.

3. Aesthetic Appearance

The Village is part of both the University life and the local community. You are required to maintain your Room in a neat and clean state of condition/appearance. If applicable, you must in conjunction with other residents ensure that Flat Common Areas are maintained to the same standard.

Do not place foil, cardboard flags or other unsightly material or objects in or on any windows in the Village or alter any window coverings in the Village.

Keep balconies, decks, patios and common areas neat and orderly at all times and clear of personal belongings.

Furniture designed for indoor use is not permitted outside (Including on any balcony, decks, patios or common areas).

If in the opinion of Village Management, Village Staff and Village Security any item adversely affects the appearance of the Village, the resident concerned will be asked to remove it. If you are asked by Village Management, Village Staff and Village Security to remove any item you must do so within the timeframe set by Village Management, Village Staff and Village Security.

4. Condition and Contents of Room/Flat

The Owner will provide you with a Room/Flat which is furnished to a reasonable standard and is in a reasonable state of repair which we will maintain to the same standard until the Termination Date.

When moving into a Room/Flat, a resident is expected to carefully inspect the Room/Flat. On arrival the resident will be given a form which includes a full list of all items that should be in the Room/Flat, which may be given either as a physical copy or an online form. If the resident finds any damaged or missing items or if the Room/Flat does not meet the standards set out in the Licence or Assured Shorthold Tenancy Agreement they must report this within the time frame specified at the time by filling in the above form and submitting it to Village Management, Village Staff and Village Security. Village Management, Village Staff and Village Security will follow up on all reported problems and take corrective action as appropriate, within a reasonable time of receiving the resident's notice. If the problems reported are significant and cannot be rectified quickly, the Owner will provide the resident with a replacement Room of an equivalent type which does meet the standards set out in the Licence or Assured Shorthold Tenancy Agreement.

If a resident fails to advise Village Management, Village Staff and Village Security of any problem(s) within the given time frame, the resident will be taken to have been satisfied with the condition of the Room/Flat and confirmed that the Room/Flat was in a good and undamaged condition at the Commencement Date. Upon vacating a Room/Flat, a resident may be billed for any missing or damaged items and for damage to the Room/Flat not reported to Village Management, Village Staff and Village Security within the given time frame of moving into the Room/Flat except in the case of fair wear and tear.

For the avoidance of doubt and unless a shorter timescale has been agreed, residents should report all concerns within 72 hours of receiving the Room's key, residents will be taken to have been satisfied with the condition of the Room/Flat and confirmed that the Room/Flat was in a good and undamaged condition at the Commencement Date if Village Management, Village Staff and Village Security has not been notified of any problems within that period.

5. Bicycles

Bicycles are to be secured only to the bicycle racks/sheds located throughout the Village if they are available. They are not to be secured to other objects such as benches, light posts, trees, handrails or disabled access ramps. They are not to be placed in hallways or allowed to impede a means of access. Bicycles that are secured to anything other than bicycle racks/sheds impede access or in any way present a safety hazard will be removed and stored by Village Management, Village Staff and Village Security and a storage fee will be charged for their return. If a lock has to be cut to remove the bicycle, neither the Landlord or the Operator will not accept any liability for damage to the lock.

Bicycles are not permitted inside Rooms or Flats. Bicycle storage is not available during the summer period once you have vacated your Room.

The Village is not responsible for the security of or any damage sustained to any bicycle which is left in the bicycle racks or anywhere else in the Village. It is strongly recommended that locking devices are used for securing bicycles throughout the Village.

The Village insurance policy does not cover bicycles and we recommend that you take out an extra policy for your bike.

6. Candles/Incense

Due to risk to life and property, candles, torches, incense and other open flame devices are strictly prohibited anywhere inside or around buildings in the Village including in Rooms and Flats. Burning of the above devices is likely to set off the smoke detectors in your Room/Flat. Should the fire brigade charge for attending a false alarm due to misuse, this cost will be passed on to the residents involved.

7. Car Parking and Motorbikes

The Village may have limited parking spaces available and may not be able to provide parking facilities to all or any residents of the Village. A resident must have a valid Campus Living Villages parking permit to be able to park within the Village.

If the Village has parking facilities, residents may apply to the Village administration office for a Campus Living Villages parking permit, or in the case of on campus Villages, to the University directly. Residents must prove that they are a resident of the Village by producing a copy of their Licence or Assured Shorthold Tenancy Agreement and evidence of ownership of a registered and insured vehicle.

If the Village Management, Village Staff and Village Security grants a resident the right to park within the Village, the Campus Living Villages parking permit they will be issued with will have a special notation on it, allowing the resident's vehicle to be parked within the Village.

The owner of any vehicle that does not display a current and paid up Village parking permit or which is not parked in the bays provided will be liable for any charges.

Several visitor parking spaces may be available within the Village and are clearly displayed as such. Visitor parking spaces must be left clear for visitors. Authority must be sought from the Village administration office to park in a visitor parking space. Visitors who park in non-visitor areas or in a visitor parking space without approval may be liable for any additional charges.

Where resident parking is available, limited disabled parking spaces are also available and these spaces are strictly for residents with disabilities, who display the appropriate disabled parking permit. A fee may be charged to the owner of any vehicle parked in a disabled parking space not displaying such permit.

The Village is not liable for any damage to and/or theft of any vehicle or property left within the vehicle whilst the vehicle is parked in the Village unless such damage is the direct result of the negligence of the owner/ operator of the car park.

8. Carpet Damage

Damage to carpet/floor covering in a Room will be billed to the resident. Damage to carpet in a Flat Common Area or in the Common Area will be charged equally between Flat and Common Area residents respectively.

Village Management, Village Staff and Village Security will attempt to have soiled carpet/floor covering cleaned at the expense of the resident(s) of a Room/Flat. In the event that a stain cannot be removed, the carpet will be replaced at the expense of the resident(s).

Upon vacating a Room/Flat all carpet must be in the same condition as it was in on occupation, taking into consideration general wear and tear. The cost of returning the carpet/floor covering in a Room/Flat to this condition, including the cost of having the carpet/floor covering steam cleaned, will be charged against the Deposit.

9. Cleaning

Village Management, Village Staff and Village Security will arrange:

- Sweeping, vacuuming and mopping of the external and internal Common Areas of the Village (e.g. laundry room, administration and resource centre, etc.);

- Maintenance of the Village grounds and gardens unless Village is on campus, then the University shall be responsible;
- For unauthorised flyers posted in non-designated areas to be taken down;
- For external rubbish bins to be regularly emptied; and
- For cleaning the external surface of buildings in the Village..

All residents are expected to:

- Clean and vacuum their Room on a regular basis;
- Maintain their Room in a hygienic manner; and
- Clean internal windows and walls in their Room but only to the extent that the windows and walls fall below the relevant resident's height.

Residents who live in Flats are also expected to:

- Participate equally with other residents in keeping the Flat Common Areas clean;
- Clean all appliances and surfaces within a Flat;
- Clean the internal areas of the cook top, range hood, oven and refrigerator equipment; and
- Remove rubbish from the Flat regularly.

Residents must supply their own cleaning materials and equipment in the Village where not otherwise supplied. In some Villages, prior arrangements have been made for cleaning provisions.

Residents may arrange for their Room/Flat to be cleaned professionally on a weekly or monthly basis for a fee. Details of fees associated with these services where available can be found at the Village administration office.

Where it is brought to the attention of Village Management, Village Staff and Village Security that a Room/Flat is not being cleaned or is unhygienic, the resident(s) of that Room/Flat will be requested to thoroughly clean the Room/Flat. If following such notification the Room/Flat is not promptly cleaned to comply with basic cleanliness and health standards, Village Management, Village Staff and Village Security may arrange for the Room/Flat to be cleaned at the expense of the Room/Flat resident(s)

Upon vacating a Room/Flat it must be left in the same state of cleanliness and repair as it was on the first day of occupation by the resident considering fair wear and tear and taking into account any notice the resident submitted to Village Management, Village Staff and Village Security in accordance with Rule 4. The cost of cleaning the Room/Flat to such condition will be charged to the resident.

Village cleaners will inspect flats regularly to ensure acceptable levels of hygiene and cleanliness are being maintained.

10. Computer and TV Infrastructure

The computing infrastructure installed throughout the Village is an essential part of the Village and residents must not tamper with or remove any part of it. Damage and related costs of rectification (including, without limitation, the costs of labour and materials) to the computing infrastructure caused by resident(s) will be charged to the resident(s) responsible.

Residents must adhere to the following protocols when using the Village data network:

- Only connect to the data port with the recommended cables and connections;
- Do not dismantle the data port;

- When connecting to the network, remember that others are doing likewise;
- Continually downloading large files may slow down the network and residents should be mindful of this
- The network is not to be used for any criminal activity, including illegal downloading, port surfing or computer hacking;

Where a free to air television service connection is available residents must not tamper with or remove it.

Where the University owns/manages and maintains network and data provision, residents must adhere to the University's acceptable use policy documentation, found on the University's website.

11. Conduct Issues

Residents and their guests in the Village are to show respect for order, property, morality and rights as members of the Village community.

Residents are responsible for their guests and will be held financially accountable for any breach of the Rules or misconduct by their guests.

12. Cooking

Cooking is only permitted in kitchens in Flats or in Common Areas where available. Residents must not leave any hot oil or cooking unattended.

Cooking equipment such as hot plates, rice cookers, electric woks, kettles, toasters and fry pans are not permitted in Rooms.

Barbeque grills and charcoal fluid may be a fire hazard and are not permitted inside buildings in the Village or outside on balconies, patios, decks, Common Areas or grounds without the approval of Village Management, Village Staff and Village Security, which can be withheld at its absolute discretion.

When using cooking equipment, residents are required to comply with any signage installed in kitchens. Failure to comply with such signage is likely to set off the smoke detectors. Residents may be required to pay the cost of the fire brigade attending imposed by the fire brigade and/ or Village Management, Village Staff and Village Security if a false alarm occurs because of a resident's failure to comply with this Rule.

13. Damage or Loss

Proper care must be taken of all Village property. Removal of any Village property from its designated location will be reported to the police. The person(s) responsible will be charged replacement (including labour (if applicable)) costs for each item taken.

Residents are responsible for all damage to or loss of Village property in their assigned Room and Flats. If the damaged or lost item was located in a Room then the resident of that Room will be held responsible and billed. If the damaged or lost item was located within a Flat then all residents who reside in the Flat will be held responsible and billed an equal share unless responsibility can be attributed to a specific person. In addition, persons deemed responsible by Village Management, Village Staff and Village Security may be subject to disciplinary action.

Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which their guests cause.

Recipients of an invoice for damage have 21 calendar days after the date of issue of the invoice by Village Management, Village Staff and Village Security in which to pay or request a review of the invoice. If you have received an invoice for damaged or lost Village property, please take care of it immediately. Any invoice not challenged within 21 calendar days of issue is no longer subject to review.

Standard charges for replacement of damaged furniture and fittings in a Room/Flat are available from the Village administration office. It is impossible to price all items or maintenance services in the Village, as they are generally dependent on the damage caused. All repair work is carried out on a Do and Charge basis and will be invoiced at a rate equal to the actual charge from the supplier or contractor to the Village.

14. Decorating Rooms and Flats

Murals are not permitted to be painted on any surface in the Village.

Most adhesives will remove paint. Please do not fix adhesive decorations to the ceiling or elsewhere in your Room/Flat and do not use tape of any nature. The use of nails or screws will damage the walls and the paint. If any holes are left in the walls and require patching, you will be charged not only for fixing the holes but also for painting the entire wall.

Notwithstanding posters can be used to decorate Rooms and Flats, please ensure that they are only affixed to the notice boards where provided.

15. Disabled Access

A number of the Rooms, Flats and buildings within the Village have been fitted with facilities to assist persons with disabilities. Interfering with or blocking these facilities in any way is considered misconduct and will result in disciplinary action which may include termination of a resident's Licence or Assured Shorthold Tenancy Agreement and their right to reside in the Village.

16. Discipline and Misconduct

Misconduct is an action or series of actions that breach your Licence or Assured Shorthold Tenancy Agreement (including these Rules), any laws or any other generally accepted standard of behaviour. Depending on the nature of a resident's misconduct, Village Management, Village Staff and Village Security is entitled to take the disciplinary action detailed in a resident's Licence or Assured Shorthold Tenancy Agreement (including these Rules) and reserves the right to refer any occurrence of misconduct to the University and/or the resident's respective educational institution and/or the resident's Guarantor and/or the police if in their absolute discretion they determine that course of action is appropriate.

Disciplinary action includes but is not limited to admonition, probation, termination of a resident's Licence or Assured Shorthold Tenancy Agreement and the requirement for the resident to leave the Village.

Except in circumstances where Village Management, Village Staff and Village Security do not consider it feasible (at its absolute discretion) for a resident to retain the right to reside in the Village, a warning by email or in writing will describe the unacceptable behaviour, the right of Village Management, Village Staff and Village Security to require the resident to leave the Village and the steps which the resident must take to retain the right to continue to reside in the Village. Should a resident fail to respond in an

acceptable manner to an email or written warning and/or continue to behave in a manner that is detrimental to the well-being of the Village community, the resident may then have their Licence or Assured Shorthold Tenancy Agreement terminated and be required to leave their Room/Flat and the Village.

In circumstances of serious misconduct (including, without limitation, criminal damage), as determined by Village Management, Village Staff and Village Security at its discretion, Village Management, Village Staff and Village Security is not required to give any prior warning or notice of its intention to terminate a resident's Licence or Assured Shorthold Tenancy Agreement except if to do so would breach a specific term of the Licence or Assured Shorthold Tenancy Agreement or any legislative requirements.

A resident required to leave the Village for disciplinary reasons will not ordinarily have the opportunity to return to their Room/Flat except via prior arrangement with Village Management, Village Staff and Village Security and then only to collect the resident's possessions and under the supervision of Village staff.

In the event that a resident is asked to vacate a Room for disciplinary reasons, no fees will be refunded and the Deposit paid by the resident in accordance with the terms of the Licence Agreement will be forfeited.

If a resident has had their Licence or Assured Shorthold Tenancy Agreement terminated and been asked to leave the Village, Village Management, Village Staff and Village Security reserves the right to refuse to accept an application for residency in the Village from that resident in the future for such time as it sees fit.

17. Drugs

The possession, cultivation, usage, or selling of any psychoactive substances, non-prescribed or illegal drugs and/or the possession of any equipment to aid the use, distribution or production of psychoactive substances, illegal drugs or substances is prohibited.

A distinct and persistent smell of cannabis in a room/flat is considered by Village Management, Village Staff and Village Security to be indicative of drug use, regardless of drugs being found in the room/flat

Any breach of this Rule, in any form, by a resident is considered serious misconduct and as a consequence Village Management, Village Staff and Village Security reserves the right to terminate a resident's Licence or Assured Shorthold Tenancy Agreement and also report the incident to the police, unless stated otherwise in a separate policy agreed with the partner University.

18. Electrical Equipment in Rooms

To prevent overloading electrical circuits and to conserve energy, please limit electrical equipment in Rooms. These items must be maintained in good and clean operating condition. Appliances with open heating elements such as hot plates and electric heaters are prohibited In Rooms and Flats unless provided by Village Management, Village Staff and Village Security. Students are responsible for obtaining PAT certification for their electrical appliances.

19. Electrical Safety Reminders

Residents must comply with the following fire and safety policies which are intended to prevent injuries in the Village and to ensure compliance with health and safety regulations:

- Never modify a plug by bending or removing prongs;
- If plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them, contact the Village administration office for assistance;
- Extension cords should only be used when absolutely necessary and only on a temporary basis. If you must use an extension cord, we recommend using a multiple outlet power strip equipped with an internal circuit breaker. If you discover any faulty electrical equipment, please report this

to the Village administration office;

- Do not “daisy chain” extension cords and/or power strips – meaning plugging one into another;
- Large appliances are not permitted in Rooms; and
- Promptly dispose and replace frayed or damaged extension cords.

20. Emergencies

You will find all the numbers to be called in the event of an emergency in the Village Guide.

For any life-threatening emergency call ‘999’ to summon fire, police and ambulance services.

False alarms waste the time of emergency services and Village Management, Village Staff and Village Security and may result in disciplinary action and the imposition of charges for any additional costs.

You are responsible for familiarising yourself with the location of alarms and fire fighting equipment in your Room/Flat and in the Common Areas of the building in which your Room/Flat is located, and with the emergency procedures for the Village. Fire safety information is posted in all Rooms/Flats.

21. Evacuation

Evacuation maps are posted in various parts of the Village indicating your location in relation to the nearest exit and steps to take to vacate the premises. You must familiarise yourself with the location of all exits from your Room/Flat and the building in which your Room/Flat is situated and attend when required by Village Management, Village Staff and Village Security fire awareness programs and participate in any fire and evacuation drills which take place at the Village. Evacuation maps are part of the fire equipment of the Village and must not be tampered with.

In the event of an evacuation, please report to your building’s assigned emergency assembly point for further instruction. Do not use lifts in the event of an evacuation.

The Village is regularly inspected by the fire brigade for safety and fire code compliance. Residents are required to keep Common Areas clear of any items which may affect safe egress from buildings. Whenever Village Management, Village Staff and Village Security encounter these obstructions or are informed of their presence, they will proceed to remove the obstructions to ensure fire code compliance.

If Village Management, Village Staff and Village Security is required to remove items left in Common Areas, residents may be charged.

22. Exit Signs

Exit signs have been located throughout the Village for the personal safety of residents and visitors. Exit signs are not to be tampered with, disconnected or removed. Playing of ball games in Rooms, Flats and Common Areas of buildings could potentially damage exit signs and is therefore prohibited. The person(s) responsible may be charged for any damage caused to signs.

23. Fire Alarms

Never assume that a building alarm goes directly to the fire brigade. Always call ‘999’ in an emergency situation where smoke or flames can be seen.

The fire brigade is obligated to respond to any alarm regardless of the cause. Any resident found to have set off a false fire alarm, whether purposely or because of carelessness, is responsible for any charges

levied by the fire brigade.

Never shower with your bathroom door open as excessive steam can set off a fire alarm. Never place clothing or other items on your heater for the purposes of drying.

24. Fire Equipment

Fire blankets and/or extinguishers are located in all kitchens. These are to be used for small fires only such as stove top fires where oil has ignited. Used fire blankets/extinguishers must be returned to the Village administration office for immediate replacement.

Fire equipment that is not in working order jeopardises the safety of all residents and as such Village Management, Village Staff and Village Security will regularly be checking all fire equipment including fire extinguishers and hoses, fire alarm boxes, smoke detectors, exit signs and evacuation maps.

It is against the law to tamper with fire equipment including removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Residents may be subject to possible criminal penalties and disciplinary action which may include termination of a resident's Licence or Assured Shorthold Tenancy Agreement. Residents may also be liable for any additional costs.

Any fire equipment repair or replacement or related damage that results from resident misconduct may be charged to the resident(s) responsible.

25. Fix-it Requests and Repairs

The Village has a substantial asset management and maintenance schedule, which is continually being implemented, to ensure that the Village is maintained in an excellent condition.

All maintenance in the Village is carried out by suitably qualified tradesperson who will be identifiable by Village name badges or contractor passes.

All requests for repairs or replacements in your Room/Flat can be submitted via email or an online portal. Requests are processed Monday to Friday by the Village administration office. Residents should report any problem which they believe constitutes a safety or security risk to the Village administration office.

Depending on the nature of the problem, Village Management, Village Staff and Village Security do their best to ensure that urgent repairs are dealt with immediately. This may not always be possible due to the availability of contractors and parts required for repairs.

Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item in the Village nor are they permitted to contract with any third party for such repairs.

The cost of any repair or replacement in the Village which is necessitated because of a deliberate act or the negligence of a resident(s) may be charged to that resident(s).

26. Flyers

Flyers and posters may be posted only after they have been approved by Village Management, Village Staff and Village Security and then only at approved locations or on bulletin boards throughout the Village.



Any materials posted anywhere else will be removed and cleaning charges may be billed to the responsible individuals.

27. Furniture

Furniture in a Room/Flat is to remain in that Room/Flat. It is not to be moved to another Room/Flat, even on a temporary basis. Furniture is to remain inside Rooms/Flats unless it has been nominated for outdoor use.

28. Rubbish Disposal and Recycling

Residents are responsible for the frequent removal of all rubbish from their Rooms and Flats. Multiple rubbish bins are available for you to throw away your rubbish. Residents are responsible for ensuring rubbish is placed in the appropriate rubbish and recycling bins.

In the interest of hygiene and aesthetics please do not place rubbish adjacent to or on top of rubbish bins. There are ample bins within the Village to cope with the garbage from all residents. Residents should not leave garbage outside their Rooms or Flats.

Any resident found not complying with these procedures may be charged for cleaning and administration at the discretion of Village Management, Village Staff and Village Security.

29. Grounds and Gardens

An extensive landscaping plan has been implemented for the Village and the grounds are maintained by Village Management, Village Staff and Village Security. If you notice areas in need of attention, please let the Village administration office know. Please help in keeping the Village free of litter. Residents must not remove, damage, cut or break any foliage off plants or trees.

30. Hazardous Material

Hazardous materials including automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be used or stored in or around the Village because of the safety risk to you and other occupants of the Village.

If a material is deemed hazardous, Village Management, Village Staff and Village Security will arrange for its removal with the cost of arranging such removal may be charged to the owner of the material.

Do not pour motor or any other oil or any other hazardous material on the ground or down any drain. Motor oil is a hazardous waste material and cannot legally be recycled or discarded at the Village.

31. Heating

In the interests of safety, heaters with an exposed element and small fan heaters are prohibited within the Village.

Please use common sense when using the heaters. Do not leave heaters on when you leave your Room/Flat. Do not place any items of clothing or any other article over or close to a heater.

32. Indoor Plants

Indoor plants are permitted in Rooms and Flats, but residents are reminded to be mindful of the needs of co-residents.

Residents must not water plants in the showers or sinks as this can create plumbing problems. All indoor plants must be placed on trays or other receptacles to avoid staining carpets.

33. Inspections and Building Condition Issues

Subject to complying with the notice provisions in Rule 46, Village Management, Village Staff and Village Security reserves the right to enter any Room/Flat:

- in the case of an emergency;
- at any time between terms;
- for the purpose of room inspections, maintenance, fumigations or repair; or
- if requested to do so by a resident.

Residents must not change any lock or place any additional locks on any door to their Room or any other doors within their Flat.

Inspections of Rooms/Flats are undertaken to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained and enable planning for renovation or refurbishment projects. Repeated failure to pass the cleaning inspections may result in charges to residents for professional cleaners to return the Room and/or Flat to Village standards.

Prior to vacating a Room/Flat, residents may request a pre-inspection of a Room/Flat by contacting the Village administration office.

34. Insurance

Residents' possessions are automatically insured.

Under our current Endsleigh insurance policy, residents' possessions such as desktop and laptop computer equipment are insured for theft, fire and flood.

Residents can review the policy details at www.endsleigh.co.uk/reviewcover by typing in policy number HH1225 or search via Accommodation Provider.

Residents should find out exactly what is covered, as residents may find that the contents cover is not sufficient and cover should be extended to protect all possessions both inside and outside of the Room.

35. Keys/Swipe Cards

Residents will be issued with Keys and/or Swipe Cards, which enable access to their Room/Flat and to Village Common Areas.

Swipe Cards that are lost must be reported to the Village administration office immediately and with appropriate identification, a resident will be issued with a new Swipe Card at a cost. If your Swipe Card is faulty please return it to the Village administration office and it will be replaced at no charge. If your Swipe Card is damaged please return it to the Village administration office and you will be issued with a

Residents are responsible for the keys issued to them. If a key is lost, report it immediately to the Village administration office and another key will be issued at a cost the amount of which will be dependent on whether the lock itself has to be replaced.

Keys may not be duplicated and only Village Management, Village Staff and Village Security or a duly appointed locksmith can alter or repair a lock.

If you have lost your key and/or Swipe Card, locked yourself out of your Room/Flat or if you have damaged the lock to your Room/Flat, you will need to verify your identity at the Village administration office prior to the issue of a new key and/or Swipe Card or access being granted to your Room/Flat. In order to do this, please bring photo ID with you to the office.

If you are locked out of your Room/Flat after hours contact Security officer or the Duty Manager. Security has master keys with which to open your Flat/Room door.

Residents must keep their Room door locked when they are not in their Room/Flat.

Costs of replacing a swipe card and/or a key or lock are available from the Village reception.

36. Kitchens

Residents must clean the kitchen appliances in the Village after each use.

If a resident becomes aware that a kitchen appliance requires maintenance, they should advise Village Management, Village Staff and Village Security via email or the online portal.

The cost of repairing or replacing purposely damaged appliances may be charged to the person responsible for the damage or to all residents of a Flat/building if the person responsible cannot be identified. Faulty appliances will be repaired at no charge where the appliance is faulty and has not been purposely damaged by a resident.

37. Laundry

For a fee, residents can make use of the Village laundry facilities. Residents can access the Village laundry facilities 24 hours a day. Residents are expected to provide their own washing supplies and must ensure that they leave the area in a tidy state. Any laundry left in the Village laundry facilities which is not claimed within 7 calendar days will be deemed abandoned and will be donated to a local charity.

The Village is not responsible for any damage caused to clothes or other items resulting from the use by residents of the Village laundry facilities.

The cost of repairing or replacing damaged laundry appliances may be charged to the person responsible for the damage. Faulty appliances will be repaired at no charge.

38. Lighting

Any light fixture provided by a resident in addition to existing lighting must not exceed 100 watts per fixture.



Residents are not permitted to repair or replace permanent light fixtures in their Room/Flats under any circumstances.

As a matter of safety we ask residents not to change light bulbs themselves, but to report blown bulbs via email or the online portal.

39. Mail and Communications

The primary means of communication within the Village is by email, so it is important that you inform Village Management, Village Staff and Village Security immediately of any changes to your email address.

General notices will also be posted around the Village.

Residents wishing to receive standard mail should use the mailing address listed in the Village Guide. When parcels are delivered by Royal Mail Post and any other couriers, they will be kept at the Village administration office and residents will either be informed via a note placed into post boxes or under their door, or via email notification where applicable.

Where any external mail service is not in place at a Village, management will not sign for any courier or non-Royal Mail post deliveries on a resident's behalf, except in circumstances where a resident has requested and authorised Village Management, Village Staff and Village Security to do so and we have accepted that responsibility. Under no circumstances will the Village be responsible for any item delivered by courier or non-Royal Mail post deliveries.

Where management believes any delivery to contain a banned item or items, or hazardous material they will refuse to accept that delivery and the resident will be informed. Should the banned item be identified after being signed for by management, the delivery will be immediately returned to sender and the resident notified.

It is a resident's responsibility to regularly check their mail box. Any mail not collected within 10 business days of its delivery may be returned to sender by Village Management, Village Staff and Village Security.

40. Maintenance Emergencies

If there is an emergency situation such as a flood, a shower that won't turn off, a Room door that won't lock, etc. please call reception during office hours. If it is out of office hours, please contact Security / the Duty Manager and ask for assistance. All other requests for maintenance/repair must be submitted via a "fix-it request" by email or the online portal.

If you submit a "fix-it request", you are deemed to have given Village Management, Village Staff and Village Security permission to immediately enter your Room/Flat to carry out the requested maintenance/repair. Any questions or concerns about after hours' emergency response should be directed to the Village administration office.

41. Management Access to Rooms

By signing a Licence or Assured Shorthold Tenancy Agreement, residents agree to give access to Rooms/Flats on the following basis:

Purpose of Entry:	Minimum Notice which must be given to you
In an emergency, fumigation or for urgent repairs	Without notice
To carry out repairs and maintenance which you have requested	Without notice
To carry out general repairs and maintenance	48 hours
To inspect the Room/Flat	48 hours
To show the Room/Flat to prospective residents and/or on University Open Days	48 hours, but the Room/Flat can during the last 14 calendar days of your occupancy and on University Open Days be shown a reasonable number of times after such notice has been given.
If Village Management, Village Staff and Village Security has reason to believe that you have abandoned the Room	Without notice
If Village Management, Village Staff and Village Security suspects that a person other than you is residing in the Room or the Flat Common Areas	Without notice
If Village Management, Village Staff and Village Security suspects that you or a person in your room breaches Rule 21 in relation to drugs or any other rule that amount to serious misconduct.	Without Notice

Where notice is required to be given pursuant to the above, Village Management, Village Staff and Village Security will not be able to specify the exact time or day that access will be required but rather a time period in which the entry may take place.

42. Modifications to Buildings and Rooms

Modifications to Rooms, Flats or any other part of the Village such as installing shelves or hooks, adding new light fittings, changing light fittings, painting or repainting, removing window opening restrictors, or altering permanent fixtures are not permitted without the prior written approval of Village Management, Village Staff and Village Security.

Modifications undertaken without prior written approval may be removed and/or repaired at the resident's expense and the resident may be subject to disciplinary action at Village Management, Village Staff and Village Security's discretion.

43. Moving Out Procedures

Prior to the end of the academic year all residents will be requested to confirm the date they will be vacating their Room/Flat (the "**vacation date**") which must be prior to or on the Termination Date.

If a resident subsequently wishes to change their vacation date (to a date which is no later than the Termination Date) they must submit a written request to Village Management, Village Staff and Village Security who will allow the resident to occupy the Room/Flat until the newly requested vacation date as long as the resident continues to satisfy the criteria required under the Agreement, is up-to-date with all payments due from them to the Owner under the Agreement and the Room has not been allocated to an alternative resident for the relevant period.

Residents must comply with the following procedures and requirements whilst moving out of their Room/Flat in addition to any other reasonable requirements posted by Village Management, Village Staff and Village Security:

1. All residents will be assumed to be vacating their Room/Flat on the Termination Date unless the resident has agreement from Village Management, Village Staff and Village Security otherwise;
2. Prior to vacating a Room/Flat all fees and charges payable by the resident under the Licence or Assured Shorthold Tenancy Agreement must be paid in full, or arrangements satisfactory to Village Management, Village Staff and Village Security made for their payment;
3. If a pre-inspection of a Room/Flat is required this must be arranged with Village Management, Village Staff and Village Security 14 calendar days prior to the vacation date;
4. Subject to prior/alternative arrangement, Village staff will inspect Rooms/Flats within 14 calendar days of the vacation date and before the Rooms/Flats are reoccupied;
5. Upon vacating a Room/Flat it must be left in the same state of cleanliness and repair as it was in on the first day of occupation by the resident considering fair wear and tear and taking into account any notice the resident submitted to Village Management, Village Staff and Village Security in accordance with Rule 4;
6. All furniture and fittings within the Room/Flat must be left in the appropriate rooms and if any are damaged or missing they will be charged for in accordance with these Rules; and

7. All personal belongings must be removed from Rooms/Flats by 10:00am on the vacation date at the latest.

44. Noise

Every resident is responsible for the maintenance of good order and reasonable quietness in their Room and Flat.

Residents must at all times show proper regard for others. Radios, televisions, stereos, musical instruments and other audio equipment should be adjusted so as not to disturb other residents of a Flat or the Village.

45. Obscene, Harassing or Discriminatory Behaviour

Village Management, Village Staff and Village Security is committed to ensuring that anyone who is part of the Village community treats, and is treated, at all times fairly, equally and with respect, in an environment which is free of harassment, bullying, discrimination and any objectionable conduct. All people have the right to be treated with dignity and respect, regardless of their sex, marital or civil partner status, pregnancy, race, colour, ethnic or national origin, religion or belief, physical or mental disability, age, political beliefs, family responsibilities, parental status, sexual orientation, industrial activity, gender identity or physical features.

The Village has a "Zero Tolerance Policy" with respect to discrimination, harassment and bullying of any kind.

The Village considers harassment to be any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of affecting an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Bullying is defined as any unsolicited or unwelcome act that humiliates, intimidates or undermines the individual involved. Acts of bullying (and harassment) do not necessarily take place face to face, but may also be by written communication, email and online, phone or other means. No form of bullying will be condoned at the Village.

Residents are reminded that it is not the intention of the harasser but how the recipient perceives their behaviour, which determines whether harassment has occurred.

The Village will investigate thoroughly and resolve appropriately any complaint of harassment or bullying received.

The Village recognises the sexual, sexual orientation, racial, ethnic, political belief and other harassment policies of the University, details of which can be found on the University's website.

Residents who have been victim of any form of harassment are advised to contact the University's health and wellbeing service for support.

46. Overnight Guests and Unauthorised Occupancy

While Village Management, Village Staff and Village Security does not encourage overnight guests it is understood that on occasion this will occur. Residents are permitted to have guests for short periods of time with the approval of the other residents of the Flat. Extended visits are not permitted and residents must not in any circumstances allow any other person to reside in their Room or the Flat Common Areas.

To ensure compliance with fire and safety regulations, and in consideration of the rights of other residents of a Flat, the following procedures must be followed.

- All guests must be pre-approved with 24 hours' notice given, no new guests will be allowed access to the accommodation outside of office hours if not already pre-approved. The Village Management, Village Staff and Village Security, Village staff and Village Security, reserve the right to refuse access for any guests;
- All residents of a Flat must be aware of a guest staying overnight and have their given approval to this;
- A guest must be registered at the Village administration office; both resident and guest must leave their valid photographic identification e.g. passport, driving licence, national or international identity card, University Student identification card, and take their guest pass. All guests must be met by the resident and signed in at reception.
- A guest must be accompanied at all times by a resident and must never be given a Swipe Card, Fob or Room key; and
- A guest cannot stay more than two nights in any given period of seven days, and this cannot be in subsequent weeks

A guest must leave the Village immediately if requested to do so by Village Management, Village Staff or Village Security whether or not the above procedure has been followed.

Residents must ensure that any guest or other person who is in the Village at the invitation of the resident or in the residents company complies with the Rules and any reasonable directions given by Village Management, Village Staff and Village Security, Village Staff and Village Security and does not do anything which a resident is prohibited from doing under the Rules and their Licence or Assured Shorthold Tenancy Agreement. Breaches of the rules will be recorded as a violation of the Licence agreement of the resident, who is responsible for the guest in question, this would include the costs of any damages and cleaning.

All residents, visitors and guests must be compliant with the 'Village Visitor and Guest Policy' (where this exists in your Village).

47. Parties and Special Events

If a building or a Flat has a party or other event, residents are expected to clean up immediately following the event including spills, stains, removal of rubbish, restoring furniture to its proper configuration, vacuuming and cleaning surfaces. Liquids left on any surface overnight may cause extensive damage.

A party request form must be completed and authorised by Village Management, Village Staff and Village Security prior to any party or event held in either a flat or a common area.

48. Pest Control

Any infestations that are found to have been introduced by a resident(s) may result in charges being levied for the costs of the eradication of the pests.

Good housekeeping is very important. Please ensure that food is not left out or uncovered. It is unhealthy and attracts insects and other pests.

The Village employs a pest control company to carry out routine treatments. This company will only use

chemicals that are permitted by law and which comply with UK Standards as applicable.

49. Pets

No pets, including fish, may be kept in the Village. Additionally, residents are not permitted to bring animals into any building of the Village. This Rule does not apply to the extent that it restricts the keeping of a guide or assistance dog.

50. Political and Religious Views / Solicitation

No resident has the right to force their opinion or views on any other individual in a way that is intrusive, abusive, offensive or which causes physical or emotional harm or distress, and no individual may be discriminated against, treated differently or oppressed because of their religion and/or beliefs.

Solicitation includes any uninvited or unwanted attempt to make contact with a resident for the purpose of promoting religious or political beliefs, engaging religious or political views, or encouraging the purchase of items or tickets to an activity or event, or membership to a club or organisation. Solicitation is prohibited in the Village and any individual who after investigation, is suspected of having been involved in such activities, will be subject to disciplinary action at the discretion of Village Management, Village Staff and Village Security.

51. Privacy

All residents are entitled to privacy and quiet enjoyment in their Rooms and Flats, both from Village staff and other residents. Residents must be respectful of noise levels and allow other residents the degree of privacy they desire.

When entering another resident's Room or Flat please knock on the door and do not enter uninvited.

52. Project Work

Residents must not use cutting knives or equipment on furniture, counters, tables and other surfaces as this can cause permanent damage. If a resident has a project that requires use of a sharp implement, then they must acquire a piece of appropriate material to cut on.

Residents must ensure that they thoroughly protect surfaces if painting posters or other projects to avoid staining walls, floor coverings, carpet and other surfaces.

53. Recreational/Social Facilities

If the Village contains recreational facilities they are for the use and enjoyment of all residents of the Village. Non-residents, if they are registered with the Village administration office, are also allowed to use the recreational facilities but only if accompanied by a resident. Village Management, Village Staff and Village Security does not encourage the use of the Village's recreational facilities by non-residents on a regular basis and reserves the right to restrict non-resident use.

Residents who use the BBQ (if one is provided at the relevant Village) must keep it tidy and clean it after each use.

54. Roofs

The roofs of buildings in the Village are not constructed for pedestrian traffic. Residents must not go onto the roof of any buildings in the Village for both their own safety and to avoid damage. Residents are

responsible for and may be billed for any damage they cause to the roofs as a result of a breach of this Rule.

55. Running a Business from the Village

Residents are not permitted to conduct a business of any description from their Room, Flat or any other part of the Village.

56. Smoking

Smoking of any substance is prohibited in all Village buildings. Violation of this policy may, at the discretion of Village Management, Village Staff and Village Security, result in disciplinary action and a cleaning or damage repair charge. The use of e-cigarettes or vapour cigarettes is also prohibited.

Smoking of cigarettes is permitted outside of Village buildings. Smokers must dispose of their cigarette butts in the ashtrays/receptacles provided. If cigarette butts are found in the area surrounding Village buildings, the person(s) responsible may be charged for their removal. Smokers must be mindful of not smoking near an open window.

Residents who wish to stop smoking should contact the University health and wellbeing service for assistance.

57. Student Records

Village Management, Village Staff and Village Security are bound by the Village "Privacy Policy", a copy of which can be obtained from the Village administration office or Website.

In signing your Licence or Assured Shorthold Tenancy Agreement, you have authorised Village Management, Village Staff and Village Security to liaise with the University or your respective educational institution to verify that you are a student of theirs.

It is a resident's responsibility to ensure that Village Management, Village Staff and Village Security has their up to date personal details. Residents can update their personal details held by the Village by contacting the Village administration office. By providing your emergency contact details you also authorise the Village Management, Village Staff and Village Security to liaise with your emergency contact person in such circumstances that the Village Management, Village Staff and Village Security consider an emergency, such as prolonged unreported absences (missing person) or life-threatening injuries.

In order to properly administer student services, welfare and debt management, Campus Living Villages may share relevant Tenant information with your University or debt management agents.

58. Summer Letting and Storage of personal belongings generally

Where it applies, residents who vacate their Rooms in the summer period or on the Termination Date must remove all personal belongings from their Room/Flat unless otherwise agreed directly with the Owner or the Operator (at their sole discretion).

There is no guarantee that on returning from the summer break a returning resident will get the same Room or Flat as they had in the previous year which emphasises the need to remove everything from a Room/Flat, including all common areas.

Village Management, Village Staff and Village Security may remove and store any personal belongings from a vacated Room or Flat and you will be responsible for meeting all reasonable removal and storage

charges. Village Management, Village Staff and Village Security will notify you (at your last known address) if it intends to sell or dispose of any items that were left in the Room or Flat either during the summer period or at the end of the Agreement. If those items are not collected within 1 month from the date of Village Management, Village Staff and Village Security's notification to you it may sell or dispose of them and you will be liable for the reasonable costs of sale or disposal. Village Management, Village Staff and Village Security will promptly pay you any sale proceeds after deduction of their reasonable costs. If there is a shortfall, Village Management, Village Staff and Village Security may deduct its reasonable costs from the Deposit and you must reimburse it any further shortfall.

59. Trespassing

Unauthorised persons (including non-residents, uninvited visitors or any other person(s) deemed to be unauthorised by Village Management, Village Staff and Village Security at its absolute discretion) will be asked to and must leave the Village.

Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be asked by Village Management, Village Staff and Village Security to leave the Village and if they do not leave the Village they will be trespassing.

Unauthorised persons and residents who have been asked to leave but have not left the Village after having their Licence or Assured Shorthold Tenancy Agreement terminated will be trespassing.

Village Management, Village Staff and Village Security reserves the right to report all trespassers to the police, and exclude offenders from all Campus Living Villages sites indefinitely.

60. Utilities

Village Management, Village Staff and Village Security monitors utility usage throughout the Village on a continual basis, and maintains practices in an attempt to keep utility charges to an absolute minimum. In order to ensure that utility charges remain low Village Management, Village Staff and Village Security requests that residents keep their utility use to a minimum. Room and Flat lights and other electrical equipment should be turned off when not needed.

Showers and other water usage should be of a reasonable duration.

Subject to the Licence or Assured Shorthold Tenancy Agreement, Village Management, Village Staff and Village Security reserves the right to review the utility charges throughout the year, if we find that usage increases considerably.

61. Vacuuming

Vacuum cleaners are either provided in all of Rooms/Flats for use by residents or are available for loan from the Village administration office/security. Please respect other residents by returning the shared vacuum cleaners in a timely manner.

Vacuum cleaners must be checked regularly by residents and emptied after each use. If a resident notices that a vacuum cleaner is in need of repair they must advise the Village administration office by submitting a "fix-it request".

Any resident found to be abusing or deliberately misusing a vacuum cleaner may be charged for its repair

62. Village Greens/Courtyards

The Village greens/courtyards are for the use and enjoyment of all residents of the Village. Ball games such as rugby, football and cricket can be disturbing to other residents. Residents taking part in these types of games must consider the rights and needs of other residents. If a resident is directed to cease playing these types of games by Village Management, Village Staff and Village Security they are to do so immediately.

63. Visitors

A visitor is defined as a person who is meeting with a resident for a short period of time, while a guest is defined as a person who is staying overnight with a resident in accordance with the Rules.

All visitors must be met by the resident and signed in at reception.

All visitors must be accompanied at all times by the resident who has signed them in.

64. Weapons/Firearms

The possession of weapons (sword/knives etc.) or firearms (guns etc.) by a resident and/or their guests within the Village is forbidden. If a resident is found to be in possession of a weapon or firearm, Village Management, Village Staff and Village Security will telephone the Police.

65. Wheelchair Access

Wheelchair ramps, curb cuts, and building entry ways must remain clear at all times to allow residents and others who use wheelchairs free access to their Rooms/Flats and other areas of the Village. Items blocking wheelchair access may be impounded and a fee charged to retrieve them.

66. Gymnasium

If the Village provides the use of a gymnasium, it is for the use and benefit of residents only. Residents use the gymnasium at their own risk at all times and the Owner and Operator accept no liability for any injury from the use of the gymnasium or the gymnasium equipment. Any resident wishing to use the gymnasium, must contact the Village reception.

67. Window opening restrictors

The window opening restrictor system is for your safety and must not be interfered with or removed. Items of rubbish must not be discarded by throwing them out of the windows. Violation of this policy may, at the discretion of Village Management, Village Staff and Village Security, result in disciplinary action. Residents may also be liable for any additional costs.