



# 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 applicable to the Village (which is located in England) (the **"Rules"**) are as follows:

For the purpose of this document the term:

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

**"Licence or Assured Shorthold Tenancy Agreement"** means the Licence or Assured Shorthold Tenancy Agreement entered into between you (or your guardian (if applicable)) and Owner/Landlord which incorporates these Rules.

**"Operator"** means the operator of the Village from time to time (which at the time of the provision of this document is Campus Living Villages UK Limited) as appointed by the Owner/Landlord for the purposes of a Licence or Assured Shorthold Tenancy Agreement shall be deemed to have all the rights of the Owner/Landlord and is the Owner/Landlord's representative at the Village (**"CLV"**, **"our"**, **"Our"**, **"us"**, **"Us"**, **"we"**, **"We"**).

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

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

**"Village"** refers to the buildings on the Owner/Landlord's site and the land adjacent to and between those buildings and includes (where the context admits) the Room.

**"Village Reception"** means the reception desk(s) within the Village.

**"Village Team"** refers to any staff member employed by CLV (including but not limited to those working onsite at the Village).

**"You"** (**"you"**, **"You"**, **"your"**, **"Your"**) 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, and form part of, the Licence or Assured Shorthold Tenancy Agreement which you are required to sign prior to taking up residence in the Village. The Rules provide guidance and information about the standards and procedures which you are expected to meet and comply with during your residence in the Village.

Throughout the year, updates of the Rules and information about residency in the Village will be distributed to you by emails and flyers. We will give you at least one month's notice of any changes or additions.

Any failure by you to comply with these Rules and any update or variation of them which is notified by the Village Team 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 your Licence or Assured Shorthold Tenancy Agreement and your right to reside in the Village.

The Rules are intended to benefit you and all other residents. However, the expectations 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 the Village Team via email and leave an emergency contact number. You do not have to inform the Village Team where you are going, we just want to know how to contact you urgently if we need to.



If you expect to be absent from your Room for seven days or more, you are required to notify the Village Team. Please note that in the event of any absence of seven days or longer, we are required to enter your room to flush the water outlets in your Room. If you and all those who share your Flat Common Areas are absent from your rooms for the same seven-day period or longer, we are also required to enter your Flat to flush the water outlets in the Flat Common Areas.

If you are reported as being absent for more than 72 hours, and we have no records of your whereabouts, the Village Team 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 your nominated Emergency Contact and/or your Guarantor.

### 3. Access to Rooms

By signing a Licence or Assured Shorthold Tenancy Agreement, you agree to give the Village Team access on the following basis:

Purpose of Entry:	Minimum Notice which must be given to you
In an emergency (including to conduct urgent repairs and maintenance that are an imminent threat to life or property)	Without notice
To conduct repairs and maintenance which you have requested in the Flat Common Areas	Without notice
To conduct repairs and maintenance which you have requested in the Room/Flat (as applicable)	48 hours (unless you give us explicit consent to attend without further notice when submitting a maintenance request)
To conduct general repairs and maintenance	48 hours
To inspect the Flat Common Areas	Without notice
To inspect the Room/Flat	48 hours
To show the Room/Flat to prospective residents and/or on University Open Days	48 hours
To access, clean, and/or conduct general repairs and maintenance as required to a vacant room in your Flat	As much notice as reasonably practicable
To access and clean the Flat Common Areas in anticipation of a vacant room in your Flat becoming occupied	As much notice as reasonably practicable

Where notice is required to be given pursuant to the above, the Village Team 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.

### 4. 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 Flat 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 Property Common Areas).

If in the opinion of the Village Team any item adversely affects the appearance of the Village, the resident(s) concerned will be asked to remove it. If you are asked by the Village Team to remove any item, you must do so within the timeframe set by the Village Team.



## 5. Bicycles and Scooters (Including E-Scooters)

Bicycles and scooters 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/scooters 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 the Village Team. If a lock has to be cut to remove the bicycle, neither the Owner/Landlord nor the Operator will not accept any liability for damage to the lock.

Bicycles/scooters are not permitted inside Rooms or Flats. Bicycle storage is not available once you have vacated your Room.

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

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

## 6. Candles/Incense

Due to risk to life and property, candles, non-battery powered torches, incense and other open flame devices are strictly prohibited anywhere inside or around buildings in the Village including, but not limited to, Rooms, Flats, Flat Common Areas, and Property Common Areas.

## 7. Car Parking and Motorbikes

The Village may have limited parking spaces available and may not be able to provide parking facilities to you. Where parking spaces are available, you must have a valid Campus Living Villages parking permit ("**Parking Permit**") to be able to park within the Village, which may be chargeable as an additional service.

If the Village has parking facilities, you may apply for a Parking Permit, or in the case of certain on-campus Villages, to the University directly. You must have a Licence or Assured Shorthold Tenancy Agreement with the Owner/Landlord for the whole period the Parking Permit applies.

If the Village Team grants you the right to park within the Village, the Parking Permit issued will have a special notation on it, allowing your vehicle to be parked within a specifically designated area or space of the Village only, for the period specified on the Parking Permit.

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 Parking Permit.

The Owner/Landlord will not be held 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.

## 8. Carpet Damage

You must ensure that no damage is caused to carpet/floor coverings in your Room, Flat Common Areas, or Property Common Areas.

Upon vacating your Room/Flat, all carpet must be in the same condition as on the first day of occupation, taking into consideration general wear and tear.

## 9. Cleaning

The Village Team will arrange:

- a) Sweeping, vacuuming, and mopping of the external and internal Property Common Areas of the Village (e.g., laundry room, administration, resource centre, etc.);
- b) Maintenance of the Village grounds and gardens unless Village is on campus, then the University may be responsible;
- c) For unauthorised flyers/posters displayed in non-designated areas to be taken down;
- d) For external rubbish bins to be regularly emptied; and
- e) For cleaning the external surface of buildings in the Village.

You are expected to:

- a) Clean and vacuum your Room on a regular basis;



- b) Maintain your Room in a hygienic manner; and
- c) Clean internal windows in your Room but only to the extent that the windows and walls fall below your height.

If you have a Room with access to Flat Common Areas, you are also expected to:

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

You must supply your own cleaning materials and equipment where not otherwise supplied. In some Villages, prior arrangements have been made for cleaning provisions, and you will be notified of these arrangements if applicable to your Village.

Where it is brought to the attention of the Village Team that your Room/Flat is not being cleaned or is unhygienic, you will be requested to thoroughly clean your Room/Flat.

Upon vacating your Room/Flat, it must be left in the same state of cleanliness and repair as it was on the first day of your occupation, considering fair wear and tear and taking into account any notice you submitted to the Village Team in accordance with [Rule 11](#).

Village cleaners may inspect Rooms/Flats (with notice provided in line with [Rule 3](#)) 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 you must not tamper with or remove any part of it.

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

- a) Only connect to the data port with the recommended cables and connections;
- b) Do not dismantle the data port;
- c) When connecting to the network, remember that others are doing likewise;
- d) Be mindful that continually downloading large files may slow down the network for you and other residents;
- e) The network is not to be used for any criminal activity, including but not limited to illegal downloading, port surfing or computer hacking;

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

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

## 11. Condition and Contents of Your Room/Flat

The Owner/Landlord 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 last date of the fixed term stated in your Assured Shorthold Tenancy Agreement or the Termination Date in your Licence Agreement (whichever agreement it is that you have).

When moving into your Room/Flat, you are expected to carefully inspect the Room/Flat. After arrival, you will be provided with a record which includes a full list of all items that should be in the Room/Flat and their condition. The record may be provided as a physical or online record. If you find any damaged or missing items, items that do not match the condition on the record, or if the Room/Flat does not meet the standards set out in the Licence or Assured Shorthold Tenancy Agreement, you must notify the Village Team within 72 hours of receiving the record. The Village Team will follow up on all reported problems and take corrective action as appropriate within a reasonable time of receiving your notice. If the problems reported are significant and cannot be rectified quickly, the Owner/Landlord will provide you with a replacement Room of an equivalent type which meets the standards set out in the Licence or Assured Shorthold Tenancy Agreement.

If you fail to advise the Village Team of any problem(s) within the given period, you will be taken to have been satisfied with the condition of your Room/Flat and confirmed that your Room/Flat was in a good and undamaged condition at the Commencement Date. Upon vacating your Room/Flat, the Owner/Landlord may be able to claim



damages or withhold an amount from your Deposit to cover the reasonable cost of repairing or replacing damaged or missing items.

For the avoidance of doubt and unless a shorter timescale has been agreed, you should report all concerns within 72 hours of receiving your Room key, fob and/or key card. You will be taken to have been satisfied with the condition of your Room/Flat and confirmed that your Room/Flat was in a good and undamaged condition at the Commencement Date if the Village Team has not been notified of any problems within that period.

## 12. Conduct Issues

You and your guests are to show respect for order, property, morality, and rights as members of the Village community.

You are responsible for your guests and will be held accountable for any breach of the Rules, or misconduct by your guests.

## 13. Cooking

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

Cooking equipment of any kind, including items such as hot plates, rice cookers, electric woks, kettles, toasters and frying pans are not permitted in Rooms.

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

When using cooking equipment, you are required to comply with any signage installed in kitchens. Failure to comply with such signage is likely to set off the smoke detectors and should be avoided.

## 14. 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.

You are responsible for all damage to or loss of Village property in your assigned Room or Flat and Flat Common Areas (as applicable). If the damaged or lost item is/was located in your Room, you will be held responsible. If the damaged or lost item is/was located within a Flat Common Area, then you and all other residents who reside in the Flat will be held responsible equally unless responsibility can be attributed to a specific person(s).

You are also responsible for the conduct of your guests such as misconduct, injury to any person, or property damage caused by your guests.

## 15. Dangerous Items

The Village Team may remove from your Room/Flat or the Property, any items (either used or unused) that belong to you or your visitors, which we consider (acting reasonably) are dangerous and/or may cause a fire hazard, risk to life or which we consider constitute a nuisance (in the latter case we would usually give you prior warning). If we remove an item, we will notify you of this and confirm who you need to contact in order to recover the item. However, you will not be permitted to take the item back into the Property or your Room/Flat.

## 16. Decorating Rooms and Flats

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

Please do not fix adhesive decorations to the ceiling or elsewhere in your Room/Flat, and do not use tape or adhesives of any nature – most adhesives will remove paint.

The use of nails or screws will damage the walls and paint and is prohibited.

Posters may be used to decorate Rooms/Flats, but only affixed to the noticeboards where these are provided.

## 17. 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 prohibited.

## 18. 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 your Room/Flat is considered by the Village Team to be indicative of drug use, regardless of whether or not drugs are sighted in your Room/Flat.

Any breach of this rule by you, in any form, is considered serious misconduct and, as a consequence, the Village Team reserves the right commence the process to lawfully terminate your Licence or Assured Shorthold Tenancy Agreement and report the incident to the police (unless stated otherwise in a separate policy agreed with the Village's partner University).

## 19. Electrical Equipment in Rooms

To prevent overloading electrical circuits and to conserve energy, you should limit electrical equipment in your Flat/Room. 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 your Room or Flat and Flat Common Areas (as applicable) unless provided by the Village Team. You are responsible for obtaining PAT certification for your own electrical appliances.

## 20. Electrical Safety Reminders

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

- a) Never modify a plug including by bending or removing prongs;
- b) If plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them. Contact the Village Team for assistance;
- c) Extension cords should only be used when absolutely necessary and only on a temporary basis;
- d) If you must use an extension cord, we recommend using a multiple outlet power strip equipped with an internal circuit breaker;
- e) If you discover any faulty electrical equipment, please report this to the Village Team;
- f) Do not "daisy chain" extension cords and/or power strips – i.e., do not plug one extension cords and/or power strips into another;
- g) Large electrical appliances are not permitted in your Room; and
- h) Promptly dispose of and replace frayed or damaged extension cords.

## 21. Emergencies

You will find all the telephone numbers to be used in the event of an emergency on the health & safety noticeboard within the Village.

For any life-threatening emergency, telephone '999' to summon fire, police, and ambulance services.

False alarms waste the time of the emergency services and may result in the Village Team and/or the Owner/Landlord taking action against you if a false alarm occurred as a result of your misconduct.

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

## 22. 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 attend fire awareness programs (when requested by the Village Team) 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 Village'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. You are required to keep Property Common Areas and Flat Common Areas clear of any items which may affect safe egress from the



buildings. Whenever the Village Team encounter these obstructions, or are informed of their presence, they will proceed to remove them without prior warning.

## 23. Exit Signs

Exit signs have been located throughout the Village for the personal safety of you, your guests, visitors, and our staff. Exit signs must not be tampered with, disconnected, or removed. Playing ball games in Rooms/Flats, Flat Common Areas, and the Property Common Areas could potentially damage exit signs and is therefore prohibited.

## 24. Fire Alarms

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

Never shower with your bathroom door open, as excessive steam can set off a fire alarm. Never place clothing or other items on any heater within your Room/Flat, Flat Common Areas, or anywhere else in the Village.

## 25. 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 Team for immediate replacement.

Fire equipment that is not in working order jeopardises the safety of all residents and, as such, the Village Team 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. You may be subject to possible criminal penalties and further action, which may include termination of your Licence or Assured Shorthold Tenancy Agreement, should you tamper with the fire equipment in the Village.

## 26. Flyers

Flyers and posters may only be posted if they have been approved by the Village Team, and then only in approved and specific locations.

## 27. Furniture

Furniture in your Room/Flat is to remain in your Room/Flat. It is not to be moved to another room/flat, nor moved outside, even on a temporary basis.

## 28. Grounds and Gardens

Please help in keeping the Village free of litter by using the waste bins provided. You must not remove, damage, cut or break any foliage off plants or trees.

## 29. Gymnasium

If the Village provides the use of a gymnasium, it is for the use and benefit of residents only. You use the gymnasium at your own risk at all times, and the Owner/Landlord and Operator accept no liability for any injury from the use of the gymnasium or the gymnasium equipment.

## 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.

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 supplied 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 your Room/Flat, but please 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.

Indoor plants should not be placed in any area that would impact safe exit in the event of an evacuation.

## 33. Inspections and Property Condition Issues

Subject to complying with the notice provisions in [Rule 3](#), the Village Team reserves the right to enter your Room/Flat:

- a) in the case of an emergency; and/or
- b) for the purpose of room inspections, maintenance, fumigations, or repair.

You must not change any lock or place any additional locks on any door to your Room/Flat, or any other doors within the Village.

Inspections of Rooms/Flats are undertaken to identify maintenance needs, ensure health, safety, and cleanliness standards are being maintained, and to enable planning for renovation or refurbishment projects.

## 34. Insurance

Under our current Endsleigh insurance policy, many of your possessions (such as desktop and laptop computer equipment) are automatically insured. You should find out exactly what is covered, as you may find that the automatic contents cover is not sufficient. You can extend your cover (subject to Endsleigh's terms and additional fees) to protect additional items, both inside and outside of your Room/Flat.

To review the policy details and items covered, you can register an account with Endsleigh at <https://my.endsleigh.co.uk>. Your policy number is HH1225.

## 35. Keys/Swipe Cards/Fobs

You will be issued with a key and/or a swipe card and/or a fob, which enable access to your Room/Flat and Property Common Areas.

Keys, swipe cards, and/or fobs that are lost or damaged must be reported to the Village Team immediately, and with appropriate identification, you will be issued with a new key, swipe card, and/or fob, which will incur a reasonable charge. If your key, swipe card, and/or fob is faulty, please return it to the Village Team, and if the fault is a manufacturing defect, it will be replaced at no charge.

Keys may not be duplicated, and only the Village Team, or a duly appointed locksmith can alter or repair a lock.

If you have 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 to the Village Team prior to being given access to your Room/Flat.

You must keep your Room door locked when you are not in your Room/Flat.

## 36. Kitchens

You must clean any kitchen appliances after each use.

If you become aware that a kitchen appliance requires maintenance, you should advise the Village Team at reception or submit a maintenance request via the resident portal.

Appliances will be repaired at no charge if the fault has not been caused by damage.

## 37. Laundry

You can make use of the Village laundry facilities as an additional service (charges are payable to the relevant laundry provider as publicised in the Village laundry facilities).

You can access the Village laundry facilities 24 hours a day. You are expected to provide your own washing supplies and must leave the area in a tidy state. Any laundry left in the Village laundry facilities which is not claimed within seven (7) calendar days will be deemed abandoned and will be donated to charity or disposed of.

We are not responsible for any damage caused to clothes or other items resulting from use of the Village laundry facilities.





## 38. Lighting

Any light (such as a freestanding lamp) provided by you in addition to existing lighting must not exceed 60 watts per item.

You are not permitted to repair or replace permanent light fixtures in your Room/Flat under any circumstances.

As a matter of safety, you should report blown bulbs to the Village Team at reception or submit a maintenance request via the resident portal.

## 39. Mail and Communications

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

General notices will also be posted around the Village.

If you wish to receive mail at your Village address, you should use the mailing address listed on <https://www.campuslivingvillages.com/united-kingdom/contact-us>. Where available, parcels delivered to the Village will be kept at the Village reception, and you will be notified of parcel deliveries via email.

The Village Team will sign for any deliveries on your behalf if they are delivered to our reception. If you do not want the Village Team to sign for a delivery on your behalf, please make this clear to the sender so the courier knows to contact you directly at the time of delivery. In these circumstances, we will not be able to provide the courier with access to your flat, and you will need to collect the item directly from the courier at the time of delivery. Under no circumstances will the Village Team be responsible for any item delivered to the Village.

If the Village Team believes a delivery for you contains a banned item(s), or hazardous material(s), they will refuse to accept the delivery, and you will be informed. Should the banned item be identified after being signed for by the Village Team, the delivery will be returned to sender, and you will be notified.

It is your responsibility to regularly check your mailbox. Any mail not collected within 10 business days of delivery may be returned to sender by the Village Team.

## 40. Maintenance Emergencies

If there is an emergency maintenance situation (e.g., flood, security issue, power outage, etc.), please contact a member of the Village Team immediately. All other requests for repair should be submitted via a maintenance request to the Village Team at reception or in the resident portal.

## 41. Maintenance 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 is carried out by a suitably qualified tradesperson who will be identifiable by name badges and/or contractor passes.

All requests for repairs or replacements in your Room/Flat can be submitted via email or the resident portal. You should report any problem which you believe constitutes a safety or security risk to the Village Team immediately.

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

You are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass, or any other item in the Village, nor are you permitted to contract with any third party for such repairs without the prior agreement of the Operator.

## 42. Misconduct

Misconduct is an action or series of actions that breach your Licence or Assured Shorthold Tenancy Agreement (which these Rules form part of), any laws or any other generally accepted standard of behaviour.

Depending on the nature of your misconduct or that of your guest(s), the Owner/Landlord is entitled to take any lawful action available to it, which it deems necessary, when considering the circumstances.

We reserve the right to refer any occurrence of misconduct to your University/educational institution and/or your Guarantor and/or the police if in our absolute discretion we determine that course of action is appropriate. Except



in circumstances where the Village Team do not consider it feasible (at its absolute discretion) for you to continue to reside in the Village, a warning by email or by letter will describe the unacceptable behaviour, what steps the Owner/Landlord may take to terminate your Licence or Assured Shorthold Tenancy Agreement, and the steps you must take to avoid further action.

In circumstances of serious misconduct (including but not limited to criminal damage), as determined by the Village Team at its discretion, neither the Village Team nor the Owner/Landlord, are required to give any prior warning to you before any notice relating to the termination of your Licence or Assured Shorthold Tenancy Agreement.

If you have left the Village due to reasons which relate to your misconduct or that of your guests, you will not ordinarily have the opportunity to return to your Room/Flat, except via prior arrangement with the Village Team to collect your possessions and under the direct supervision of the Village Team.

In the event that you are asked to vacate your Room for reasons which relate to misconduct, no fees will be refunded.

If you have your Licence or Assured Shorthold Tenancy Agreement terminated and are asked to leave the Village, the Owner/Landlord reserves the right to refuse to accept an application for residency in the Village or any Village operated by Campus Living Villages, from you in the future for such a time as it sees fit.

### 43. Modifications to Rooms, Flats and/or the Village

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 the Village Team.

### 44. Moving Out Procedures

Prior to the end of the academic year, you will be requested to confirm the date you will be vacating your Room/Flat (the "**Vacation Date**").

If you subsequently wish to change your Vacation Date to a date which is no later than 10:00am on the last date of the fixed term stated in your Assured Shorthold Tenancy Agreement or the Termination Date in your Licence Agreement (whichever agreement it is that you have), you must submit a written request to the Village Team who may allow you to occupy your Room/Flat until the newly requested Vacation Date subject to signing a new agreement, being up to date with all payments due from you to the Owner/Landlord under the Agreement, and if the Room has not been allocated to an alternative resident for the relevant period.

You must comply with the following procedures and requirements whilst moving out of your Room/Flat in addition to any other reasonable requirements communicated by the Village Team:

- a) You will be assumed to be vacating your Room/Flat at 10:00am on the last date of the fixed term stated in your Assured Shorthold Tenancy Agreement or the Termination Date in your Licence Agreement (whichever agreement it is that you have) unless you notify us of a different Vacation Date;
- b) Prior to vacating your Room/Flat, all fees and charges payable by you under the Licence or Assured Shorthold Tenancy Agreement must be paid in full, or arrangements satisfactory to Village Team made for payment;
- c) Subject to prior/alternative arrangement, the Village Team will inspect Rooms/Flats within a reasonable time period following the Vacation Date and before the Rooms/Flats are reoccupied;
- d) Your Room/Flat must be left in the same state of cleanliness and repair as it was in on the first day of your occupation with consideration made for fair wear and tear, and taking into account any notice you have submitted to the Village Team in accordance with [Rule 11](#);
- e) All furniture and fittings within your Room/Flat must not be relocated to another room/flat; and
- f) All personal belongings must be removed from Rooms/Flats by 10:00am on the last date of the fixed term stated in your Assured Shorthold Tenancy Agreement or the Termination Date in your Licence Agreement (whichever agreement it is that you have) at the latest.

### 45. Noise

You are responsible for the maintenance of good order and reasonable quietness in your Room/Flat and Flat Common Areas.



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

## 46. Obscene, Harassing or Discriminatory Behaviour

The Village Team is committed to ensuring that anyone who is part of the Village community treats others, and is treated, fairly, equally and with respect at all times, 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 partnership 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 Owner/Landlord has a **“Zero Tolerance Policy”** with respect to discrimination, harassment and bullying of any kind.

The Owner/Landlord 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.

It is not the intention of a harasser which determines whether harassment has occurred – it is how the recipient of harassment perceives the harasser's behaviour.

The Owner/Landlord will thoroughly investigate and appropriately resolve any complaint of harassment or bullying received.

The Owner/Landlord 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.

If you have been a victim of any form of harassment, please let the Village Team know, and contact the University's health and wellbeing service for support.

## 47. Overnight Guests and Unauthorised Occupancy

Whilst the Owner/Landlord does not encourage overnight guests, it is understood that on occasion this will occur. You are only permitted to have one adult guest (i.e., a person aged 18 years or over) at any given point during your occupation for short periods of time subject to the approval of the Village Team and the other residents of the flat of which your Room shares Flat Common Areas. Extended visits are not permitted, and you must not, in any circumstances, allow guests to reside in the Flat Common Areas, nor must you have any guests in the Flat Common Areas without you being present.

To ensure compliance with fire and safety regulations, and in consideration of the rights of other residents of the Flat of which your Room shares Flat Common Areas, the following procedures must be followed:

- a) Your guest must be met by you on arrival;
- b) Your guest must be registered via the resident portal prior to their arrival;
- c) Your guest must present photographic identification (e.g., passport, driving licence, national or international identity card, University Student identification card) to the Village Team upon arrival, and take a guest pass (where available);
- d) Your guest must be accompanied at all times by you, and must never be given a swipe card, fob, or room key;
- e) Your guest will not be allowed access to the accommodation outside of office hours if not pre-approved;
- f) All residents of the flat of which your Room shares Flat Common Areas must be aware of your guest staying overnight, and have their given approval to this;
- g) Your guest cannot stay more than two nights in any given period of seven days, and this cannot be in subsequent weeks; and
- h) The Village Team reserve the right to refuse your guest access to the Village.

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



You must ensure that your guest (including persons who are in the Village at your invitation or in your company) complies with the Rules and any reasonable directions given by the Village Team and does not do anything which you are prohibited from doing under the Rules or your Licence or Assured Shorthold Tenancy Agreement. Breaches of the Rules by your guest will be recorded as a violation of your Licence or Assured Shorthold Tenancy Agreement.

You and your guest must be compliant with the 'Village Visitor and Guest Policy' (where this exists in your Village).

## 48. Parties and Special Events

If you have a party or other event, you 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. You should be mindful that liquids left on any surface overnight may cause extensive damage which may be chargeable.

Parties are not permitted in Rooms. A party request must be submitted to and authorised by the Village Team prior to any party or event held in either Flat Common Areas or Property Common Areas.

## 49. Pest Control

Good housekeeping is important to avoid pests. Please ensure that food is not left out or uncovered, and that food waste is properly disposed of (including removal of fallen food from flooring) Failure to do so can attract insects and other pests.

The Village Team employs a pest control company to conduct routine treatments. This company will only use chemicals that are permitted by law, and which comply with UK Standards as applicable.

## 50. Pets

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

## 51. 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 if, after investigation, you are suspected of having been involved in such activities, you will be subject to disciplinary action at the discretion of the Village Team.

## 52. Privacy

You are entitled to privacy and quiet enjoyment in your Room/Flat, both from the Village Team and other residents. You must also be respectful of noise levels and allow other residents the degree of privacy they desire.

When entering another resident's room/flat, you should knock on the door prior to entering, and should not enter any room/flat if you have not been invited to do so.

## 53. Project Work

You must not use cutting knives or other cutting equipment on furniture, counters, tables, and other surfaces, as this can cause permanent damage. If you have a project that requires use of a sharp implement, you must acquire and use a piece of appropriate material that protects the underlying surface during cutting.

You must ensure that you thoroughly protect surfaces if painting posters or doing another project work that could result in walls, floor coverings, carpets, and other surfaces being stained.

## 54. Recreational/Social Facilities

If the Village contains recreational facilities, they are for the use and enjoyment of all residents of the Village. Your guests are also allowed to use the recreational facilities if accompanied by you and registered with the Village



Team. The Village Team does not encourage the use of the Village's recreational facilities by guests on a regular basis and reserves the right to restrict guest use.

If you use the Village BBQ (where one is provided) you must keep it tidy and clean it after each use.

## 55. Roofs

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

## 56. Rubbish Disposal and Recycling

You are responsible for the frequent removal of all rubbish from your Room/Flat. Multiple rubbish bins are available for you to throw away your rubbish. You 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 rubbish from all residents. You should not leave rubbish outside your Room/Flat.

## 57. Running a Business from the Village

You are not permitted to conduct a business of any description from your Room/Flat or any other part of the Village.

## 58. Smoking

Smoking of any substance is prohibited in all Village buildings. Violation of this policy may, at the discretion of the Village Team, result in further action. The use of e-cigarettes or vapour cigarettes is also prohibited.

Smoking of cigarettes is permitted outside of Village buildings in specific smoking areas. If you are a smoker, you must dispose of your cigarette butts in the ashtrays/receptacles provided and be mindful not to smoke near an open window, on walkways, or in entrances or exits to buildings.

If you wish to stop smoking, you can contact your University health and wellbeing service for advice.

## 59. Student Records

The Village Team are bound by CLV's "**Privacy Policy**", a copy of which can be obtained from the Village Team or the Campus Living Villages website.

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

By providing your emergency contact details you authorise the Village Team to liaise with your emergency contact person in such circumstances that the Village Team consider an emergency, such as prolonged unreported absences (missing person) or life-threatening injuries.

It is your responsibility to ensure that the Village Team have your up-to-date personal details. You can update the personal details held by CLV by contacting the Village Team, or by updating them in the resident portal.

In order to properly administer student services, welfare, and debt management, the Operator may share relevant information with your University or debt management agents.

## 60. Summer Letting and Storage of Personal Belongings Generally

Where it applies, if you vacate your Room/Flat in the summer period or on the last date of the fixed term stated in your Assured Shorthold Tenancy Agreement or the Termination Date in your Licence Agreement (whichever agreement it is that you have), you must remove all personal belongings from your Room/Flat unless otherwise agreed directly with the Owner/Landlord or the Operator (at its sole discretion).

There is no guarantee that, on returning from the summer break, you will receive the same room/flat as you had in the previous year, which emphasises the need to remove everything from your Room/Flat, including the Flat Common Areas.

## 61. Trespassing

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



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

If you have been asked to leave the Village and refuse to do so after having your Licence or Assured Shorthold Tenancy Agreement terminated, you will be trespassing.

The Village Team reserves the right to report all trespassers to the police and exclude persons from all Campus Living Villages sites indefinitely.

## 62. Utilities

The Village Team 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, the Village Team requests that you keep your utility usage to a minimum. Your Room/Flat lights and other electrical equipment should be turned off when not needed.

Use of showers and other water outlets should be for a reasonable duration.

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

## 63. Vacuuming

Vacuum cleaners are either provided in your Flat or are available to loan for free from the Village Team at reception. Please respect other residents by returning loaned vacuum cleaners in a timely manner.

If you have a vacuum cleaner provided in your Flat, you must check it regularly and empty it after each use.

If you notice that a vacuum cleaner is in need of repair, please advise the Village Reception or submit a maintenance request in the resident portal.

## 64. Village Greens/Courtyards

The Village greens/courtyards are for your use and enjoyment, as well as other residents in the Village. Ball games (such as rugby, football, and cricket) can be disturbing to other residents and are prohibited. If you are directed to cease playing these types of games by the Village Team, you must do so immediately.

## 65. Visitors

A visitor is defined as either a guest (a person staying overnight with a resident in accordance with the [Rule 47](#)), or a person(s) meeting with a resident in the Village for a brief period of time.

To ensure compliance with fire and safety regulations, and in consideration of the rights of other residents of the Flat of which your Room shares Flat Common Areas, the following procedures must be followed:

- a) Your visitor must be met by you on arrival;
- b) Your visitor must be registered via the resident portal prior to their arrival;
- c) Your visitor must present photographic identification (e.g., passport, driving licence, national or international identity card, University Student identification card) to the Village Team upon arrival, and take a guest pass (where available);
- d) Your visitor must be accompanied at all times by you, and must never be given a swipe card, fob, or room key;
- e) Your visitor will not be allowed access to the accommodation outside of office hours if not pre-approved;
- f) All residents of the flat of which your Room shares Flat Common Areas must be aware of your visitor entering the Flat Common Areas, and have their given approval to this; and
- g) The Village Team reserve the right to refuse your visitor access to the Village.

A visitor must leave the Village immediately if requested to do so by the Village Team whether or not the above procedure has been followed.

You must ensure that your visitor (including persons who are in the Village at your invitation or in your company) complies with the Rules and any reasonable directions given by the Village Team and does not do anything which you are prohibited from doing under the Rules or your Licence or Assured Shorthold Tenancy Agreement. Breaches of the Rules by your visitor will be recorded as a violation of your Licence or Assured Shorthold Tenancy Agreement.



You and your visitor must be compliant with the 'Village Visitor and Guest Policy' (where this exists in your Village).

## 66. Weapons/Firearms

The possession of weapons (sword, knives, etc.) or firearms (guns, etc.) within the Village by you, your guest(s) and/or your visitor(s) is forbidden (whether imitation or real). If you are found to be in possession of a weapon or firearm, the Village Team will telephone the police.

## 67. Wheelchair Access

Wheelchair ramps, curb cuts, and entry ways must remain clear at all times to allow residents and others who use wheelchairs free access to their room/flat and other areas of the Village. Items blocking wheelchair access may be removed by the Village Team.

## 68. Windows

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.

