

# Bournemouth University Rules and Information - Residences

(Issued: October 2024.

Applies: 1<sup>st</sup> September 2025 to 31<sup>st</sup> August 2026.

Date of next review October 2025)

## The Rules

1. By signing the Licence document and in the interests of safety and security and the well-being of other residents all resident students agree to comply with the following rules and standards of conduct and behaviour:

### 1.1 Drugs & alcohol

- 1.1.1 Solvent or other substance abuse (including legal highs) will be regarded by the University as unlawful drug use.
- 1.1.2 Students must not bring, or knowingly permit, any unlawful drugs or controlled substances into the accommodation or to be consumed in the accommodation.
- 1.1.3 The University's policy on unlawful drugs is to refer the matter to the police, but it may in addition take disciplinary action and/or treat the matter as a serious breach of the student's Licence, which may lead to that agreement being terminated (refer to section 4. Disciplinary)
- 1.1.4 Students are expected to engage with a responsible approach to the consumption of alcohol. The misuse of alcohol is a prime cause of anti-social behaviour and ill-health within the student community. The results of this can lead to inter-tenant friction, complaints and a failure of students to achieve their academic potential. The University will always take a mature and balanced approach to matters arising but cannot tolerate consistent breaches related to the abuse of alcohol.

### 1.2 Weapons

- 1.2.1 Students must not bring any weapon into Bournemouth University accommodation, even if they have a licence for it or it is of a kind which does not need to be licensed.
- 1.2.2 Students must not bring any replica weapon(s) into Bournemouth University accommodation (including paint-ball and airsoft guns)
- 1.2.3 The University's policy on weapons or articles intended to be used as weapons is to refer the matter to the police, but it may in addition take disciplinary action and/or treat the matter as a serious breach of the student's Licence, which may lead to that agreement being terminated (refer to section 4. Disciplinary)

### 1.3 Fire Safety

- 1.3.1 Students must comply in all respects with the fire safety information supplied by Bournemouth University staff, its contractors and/or the Fire Brigade
- 1.3.2 Students must not use deep fat fryers, candles, incense sticks, oil burners or similar devices.
- 1.3.3 Students must not obstruct exits, stairways, corridors or other passageways.

- 1.3.4 Students must not interfere in any way with fire extinguishers, fire equipment, fire or smoke alarms or detectors, fire doors (including propping them open), door closers or any fire prevention or fire safety equipment.
- 1.3.5 Wrongful use of or interference with fire equipment is a criminal offence and the University can refer the matter to the police, but it may in addition take disciplinary action and/or treat the matter as a serious breach of the student's Licence, which may lead to that agreement being terminated (refer to section 4. Disciplinary)

#### **1.4 Health and Safety**

- 1.4.1 Students must comply in all respects with the University's Health and Safety Policy, details of which can be found in the University Student Rules document located at: <http://studentportal.bournemouth.ac.uk/help/rules-regulations/index.html>
- 1.4.2 Students must not interfere in any way with any health and safety equipment and the University can refer any matters to the police, but it may in addition take disciplinary action and/or treat the matter as a serious breach of the student's Licence, which may lead to that agreement being terminated (refer to section 4. Disciplinary)
- 1.4.4 Student Village and Dorchester House only - Students must not keep bicycles (including e-bikes and e-scooters) inside their room or in any part of the accommodation. They are encouraged to use d-locks to secure bicycles in one of the bicycle storage compounds provided.
- 1.4.5 Unilet and LettingsBU (Fully Managed) Properties only – Students must not keep bicycles (including e-bikes or e-scooters) inside their room or in any part of the accommodation. They are encouraged to use d-locks to secure bicycles in a suitable place outside of the property, ensuring that it doesn't block a fire escape.
- 1.4.6 It is expected that students will notify the local accommodation team of any accident occurring in Bournemouth University accommodation or if they are ill (except for minor ailments).

#### **1.5 Alterations and damage**

- 1.5.1 Students must not intentionally damage or make any alteration to the accommodation.
- 1.5.3 Students must not remove any furniture or furnishings (including curtains) from their accommodation.
- 1.5.4 Students must not bring any furniture or furnishings (including curtains) into their accommodation without prior consent of the local accommodation team
- 1.5.5 Students must not affix any lighting, aerial, cupboard, bookcase, shelf, picture, hook or any other item to the walls, ceiling or woodwork in their accommodation without prior consent of the local accommodation team.
- 1.5.6 At the end of the Licence period students must leave the furniture and furnishings in their original positions.
- 1.5.7 The damage and replacement charges for your accommodation have been enclosed with this document (see section 9.). By signing the Licence agreement, the resident accepts these charges may be applicable.

- 1.5.8 Any damage to the accommodation should be reported immediately to your local accommodation team through the designated reporting method (if in doubt what this then check with your local accommodation team)

## **1.6 Noise and nuisance**

- 1.6.1 Between the hours of 2300 and 0700 (11.00 pm and 7.00 am), students must not make noise that, in the reasonable opinion of the local accommodation team, could be deemed to be a nuisance to other residents or neighbours.
- 1.6.2 Students must not behave in a way which constitutes harassment, nuisance or annoyance to staff, any other student(s) or residents in neighbouring properties.
- 1.6.3 Students must not behave in a threatening, menacing, aggressive, racist or anti-social manner towards others.
- 1.6.4 The Residences Team may require any student to remove from their accommodation any picture; poster, video or other representation if in the reasonable opinion of the local accommodation team that item would be likely to cause offence to others.
- 1.6.5 Students must not remove, move, hide or steal any items from the accommodation that do not belong to them.

## **1.7 Security and keys**

- 1.7.1 Students must ensure that entrance doors to the accommodation are properly secured after entering or leaving the building.
- 1.7.3 If a student mislays his/her door entry card or key, they must notify the local accommodation team immediately who will arrange a replacement. The student will be responsible for paying the cost of the replacement (including replacement locks if necessary).
- 1.7.4 Students must not alter or duplicate any door entry card or key or allow any other person to use their door entry card or key. The replacement charges for your accommodation have been enclosed with this document (see section 9.). By signing the Licence agreement, the resident accepts these charges may be applicable.
- 1.7.5 Students must not allow any unknown person into their accommodation unless that person has shown reliable identification and the student is satisfied that the person has a legitimate reason to be there. This regulation does not require students to challenge unknown persons or attempt to prevent them gaining access, particularly where the student's own personal safety might be put at risk.
- 1.7.6 At any time a member of the local accommodation team or an approved contractor can request to receive and retain a student's ID card if it is believed the student is, has been involved in or has information pertaining to a serious incident whereby the University requires to record their identity for possible future action.

## **1.8 Electrical**

- 1.8.1 Students should inform the local accommodation team of any electrical fault within the accommodation as soon as it is discovered.
- 1.8.2 Students should not use any form of additional heating in their room or in any other part of their accommodation unless supplied by the local accommodation team.
- 1.8.3 Students should not bring onto the Premises any: liquid fuel, gases, noxious or explosive substances, paraffin or gas heaters, oil burners or lamps, electrical or gas-powered heating equipment, deep fat frying equipment, incense sticks, candles or other naked flame devices or consumables, furniture (such as sofas and armchairs), electrical cooking equipment, washing machines or refrigeration equipment.
- 1.8.4 Students should not prepare, cook food or use cooking appliances (which includes but is not limited to rice cookers, kettles, microwaves and toasters) in any part of their accommodation, except in the designated kitchen areas.
- 1.8.5 Students should not use any unsafe electrical devices, including but not limited to rice cookers or hair straighteners bought outside of the UK and being connected to outlets through adaptors or travel plugs (appliances must be Portable Appliance Tested (PAT) (testing will be available on site).

In the United Kingdom the associated plug type is G, which is the plug that three rectangular pins in a triangular pattern. United Kingdom operates on a 230V supply voltage and 50Hz.

In the UK, portable appliances must have a CE marking, the CE marking shows that the manufacturer has checked that these products meet EU safety, health or environmental requirements; it is also an indicator of a product's compliance with EU legislation. Any item found which does not carry a CE mark and / or is not safe, may be removed and stored to be collected at the end of the tenancy period or (if earlier) on the student giving an undertaking to remove the item that day. Students may not use electrical adapters or travel plugs which were purchased outside of the United Kingdom.

- 1.8.6 The Residences Team may request any student on or after arrival to provide full details of any electrical equipment (including manufacturer's instruction for use and safety information, the type and designed use for the equipment as well as its loading) to demonstrate it complies with relevant safety standards within the United Kingdom.
- 1.8.7 Students must allow the local accommodation team on request (after giving reasonable notice) to inspect any item of electrical equipment, which they bring into their accommodation, and to test it for safety.
- 1.8.8 Students must not use any electrical equipment which the local accommodation team (in their reasonable discretion) considers unsafe and must either remove it from their accommodation within 3 days of being requested to do so or hand it into the local accommodation team, to be collected at the end of the tenancy period or (if earlier) on the student giving an undertaking to remove the item that day.

## **1.9 Cleanliness and keeping in good condition**

- 1.9.1 Each student must keep his/her accommodation, including the furniture, fixtures and fittings clean, tidy and in good condition.

- 1.9.2 If in the reasonable opinion of the local accommodation team a student's bedroom is in such a condition as to be a hazard to health or likely to cause damage to the University's property or contents, the local accommodation team may give the student written notice to return the room to its proper condition within 48 hours. If on further inspection the room has not been cleaned and tidied to the local accommodation team's reasonable satisfaction, the local accommodation team may employ cleaners and recharge the costs to the student.
- 1.9.2 The cleaning charges for your accommodation have been enclosed with these regulations (see section 9.). By signing the Licence agreement the resident accepts these charges. If applied these charges will be applied to your financial account and invoiced to you for immediate payment.

### **1.10 Shared areas**

- 1.10.1 Students have shared and joint liability for all communal areas such as corridors, shared bathrooms (for non-ensuite accommodation) and kitchens, and must keep them clean, tidy and in good condition at all times.
- 1.10.2 Unilet Properties only: You must keep the garden (if there is one) neat, tidy and free from rubbish and maintained to the same standard as it was in at the start of your Licence. This does not include mowing/ cutting grassed areas.
- 1.10.3 LettingsBU (Fully Managed) Properties only: You must keep the garden (if there is one) neat, tidy and free from rubbish and maintained to the same standard as it was in at the start of your Licence. This does include mowing/ cutting grassed areas if a working and accessible lawn mower is provided at the Property.
- 1.10.4 At any time, if in the reasonable opinion of the local accommodation team, the shared areas are not of a suitable and maintained standard the local accommodation team may give the student(s) 48hrs written notice to remedy this. If on further inspection the areas have not been returned to a satisfactory condition, in the reasonable opinion of the local accommodation team, then the local accommodation team may employ an external company to carry out the required works and pass on the cost of this to the student(s).

### **1.11 Overflows and blockages**

- 1.11.1 Students must not cause any blockage in any toilet, bath, sink, storage system, waste pipe or drain. This includes the disposal of wet wipes, facial wipes, disposable bathroom wipes or other any other sanitary paper products down the toilet. These items should be disposed of using the household waste bin. Any cost associated with clearing blockages due to waste materials will be passed on the responsible student(s).
- 1.11.2 Students must promptly report to the Residences Team any blockage, overflow or any disrepair, which is likely to cause a blockage or overflow.

### **1.12 Pets and animals**

Students must not keep pets or other animals in their rooms or in the accommodation unless they are a registered assistance dog and have been pre-agreed with the local accommodation team.

### 1.13 Use of accommodation

Students must not (nor permit its guests to) carry out or conduct a business or any type of commercial enterprise from a bedroom or accommodation. Students must not use the address of the accommodation (including the bedroom) for business or commercial purposes.

### 1.14 Legal responsibilities

- 1.14.1 The student living in the accommodation is the person who must act and comply with the terms of the Licence agreement. Bournemouth University and/or the local accommodation team will not deal with a third party representative on any aspect of the Licence agreement without written confirmation from the Licensee that the third party is entitled to do so. For details see: <https://intranetsp.bournemouth.ac.uk/pandptest/111-appendix-1-third-party-representative-form.docx>
- 1.14.2 The University may take legal action to enforce the terms of the Licence agreement and/or disciplinary action under the Disciplinary Code (refer to section 4. Disciplinary)
- 1.14.3 Where a breach of the terms of a student's Licence agreement is also a criminal offence it is the University's policy to report such matters to the relevant authorities.

### 1.15 Smoking Policy

- 1.15.1 All of Bournemouth University accommodation are considered places of work and are therefore smoke free buildings in accordance with Government legislation. This means that smoking (including the E-cigarettes/Vapes) is not permitted in any part of the building. Smokers should:

Dorchester House: use the designated areas outside of the accommodation where smoking is permitted, leaving all rubbish in the bins provided.

Student Village, Unilet and Lettings BU (Full Managed) properties: smoke outside in a well-ventilated area, at least 5 meters away from the building or other areas where the smoke could cause a nuisance to others and taking all rubbish away with them and disposing of it in a safe manner.

- 1.15.2 The local accommodation team will treat any breach of this policy as a serious breach of the student's Licence agreement which could lead to disciplinary action being taken under the Disciplinary Code (refer to section 4. Disciplinary)

### 1.16 Environmental

- 1.16.1 Bournemouth University and the local accommodation team are committed to minimising the environmental impact of its staff, students and premises. Students are expected to take responsibility for their behaviour in this regard.
- 1.16.2 Student Village only: The heating system for the Student Village is centrally controlled and is normally turned on from October and switched off in May (the University reserves the right to make adjustments to this based upon weather conditions). Students have a local control point within their bedroom to adjust the temperature within a specified temperature range.

- 1.16.3 Students are expected to turn lights, heating and electrical points off when not in use.
- 1.16.4 Residents are expected to use any recycling facilities provided and avoid contaminating recycling with general waste.
- 1.16.5 Students are expected to use the bins provided and keep all refuse stores and areas used for this purpose clean and clear.
- 1.16.6 Unilet and LettingsBU (Fully Managed) properties – Students are responsible for ensuring refuse is put into the bins provided, following all guidance by the local council for their proper use and to ensure the bins are placed ready for collection and then returned to their designated area once emptied. Any costs incurred for an additional collection(s) due to non-use and/or misuse of the bins provided will be passed on to the students.

### **1.17 Travel & Transport**

- 1.17.1 Student Village and Dorchester House only - Students should not bring a car with them unless they are a blue badge holder and in this instance, this should be pre-agreed with the University. Aside from this, the University does not provide car parking spaces.
- 1.17.2 Unilet and LettingsBU (Fully Managed) properties – Students who wish to bring a car can do so but parking will be limited by the parking restrictions as defined by the local council.
- 1.17.3 Students are encouraged to use the University bus service as the most effective method for travelling to and from University, details of which can be found at <https://www.unibuses.co.uk/>
- 1.17.4 E-bike, e-scooters or e-skateboards are not permitted in any BU accommodation.

### **1.18 Internet**

- 1.18.1 Unilet, Dorchester House and Student Village - Internet (including wi-fi) is provided in your accommodation. Details of services and usage policies will be supplied upon arrival.

### **1.19 Insurance**

- 1.19.1 Unilet, Dorchester House and Student Village - The University, working with Endsleigh, provides insurance cover for the contents inside your room. Students may claim against this policy should personal belongings be damaged or stolen during their time in the accommodation. Students should read and understand the level of cover this provides. This can be viewed at: [www.endsleigh.co.uk/personal/home-insurance/review-student-cover](http://www.endsleigh.co.uk/personal/home-insurance/review-student-cover)
- 1.19.2 In the case of theft or damage this should be reported to the local accommodation team and the police as soon as it is discovered with a claim submitted through the Endsleigh website.
- 1.19.3 Students living in LettingsBU Fully-Managed properties will need to ensure they have their own contents insurance in place before they move in to the accommodation.

## **1.20 Television**

- 1.20.1 Students using television sets or are streaming live TV will need to comply with TV Licensing, details can be found at: [www.tvlicensing.co.uk/check-if-you-need-one](http://www.tvlicensing.co.uk/check-if-you-need-one)

## **1.21 Guests**

- 1.21.1 Students may have an occasional overnight guest to stay subject to the prior agreement of all residents in their flat or house. Any one guest should not stay in the residence for more than four nights in any one month and no more than 2 consecutive nights, e.g. Friday and Saturday night twice in one month.
- 1.21.2 Guests who stay overnight must be over the age of 18. Any guest under the age of 18 must be signed in with the local site team, so they are aware of their presence on site, the guest should also be always accompanied by the student who they are visiting, and they must leave the accommodation by 20:00hrs.
- 1.21.3 Guests must stay and sleep in the student's bedroom only for which they are a guest.
- 1.21.4 Dorchester House only - All overnight guests are to be signed in upon arrival and signed out upon departure
- 1.21.5 Student Village, Unilet and LettingsBU (Fully Managed) properties – Permission from the other tenants should be sought and given for any overnight guests. Guest staying without the permission of the landlord can be asked to leave immediately.
- 1.21.6 Residents are responsible for the safety of their guests and to ensure they understand the relevant health and safety requirements, including what to do in the event of a fire
- 1.21.7 Residents are responsible for ensuring their guests understand and abide by the rules as set out in the Licence and this document.
- 1.21.8 Residents are accountable for any breach of the rules made by their guest(s).
- 1.21.9 The local accommodation team reserves the right (in their reasonable discretion) to refuse entry to a resident's guest(s) at any time or request they leave at a specified time, including immediately.

## **Information**

### **2. Residential Services**

The overall responsibility for the management of the University's accommodation rests with the Chief Operating Officer and Director of Student Services. The day-to-day management of the service is delegated to the Head of Residential Services, with operational control vested in the General Manager and Housing Operations Manager.

### **3. Personal Safety**

It is not the responsibility of the University's staff to account for residents and visitors in an emergency except that they are required to ensure that general contingency plans have been made and communicated. Residents should ensure they understand and observe all contingency plans supplied by the University and seek clarification if they are unsure.

### **4 Disciplinary Code (Residential Services)**



- 4.1 Where a student is in breach of their obligations outlined in their Licence agreement or has failed to comply with the rules as set out in this document, the University may (where appropriate) refer the matter to the relevant authorities and/or begin legal proceedings and/or treat the matter as a University disciplinary issue.
- 4.2 Allegations of a breach of the Licence agreement or rules as set out in the document shall be made to a member of the Residential Services team who will act on this information and follow the steps set out here to remedy the situation.
- 4.3 If the allegation is substantiated but not serious, then the student(s) can be issued with their first (green) written warning, which can be recorded on the student's file for the remainder of their Licence period.
- 4.4 If the allegation is substantiated and serious, then the student(s) can be issued with their second (amber) written warning, which may be recorded on the student(s) file for up to 12 months. (Note, depending on the seriousness of the breach a second (amber) written warning can be issued without a first (green) written warning having been issued).
- 4.5 A student may appeal against the decision by writing to the Head of Residential Services within five working days of being notified of the decision. The appeal will not be treated as a re-hearing, but will be heard on the basis of a review of the original decision. The Head of Residential Services has the power to reverse the decision, reduce the penalty, or uphold the decision. The Head of Residential Services decision is then final.
- 4.6 However, if an allegation is very serious, the student can be required to attend a disciplinary hearing at a specified date, time and place to further explore the allegations that have been made against them.
- 4.7 The student shall have at least 48 hours' notice of the proposed disciplinary hearing, and shall be entitled to bring a friend or representative and, if reasonably required, an interpreter to the hearing. If the student arranges to bring a third party to the meeting then they shall give at least 48hrs notice of this intention detailing the full name and status/position of the third party.
- 4.8 The disciplinary hearing will be conducted by members of the University's Residential Services team.

During the hearing the allegation(s) made against the student will be explained and the student provided with an opportunity to respond. Following this, if the allegation(s) is found not to be substantiated, no further action will be taken against the student.

If the allegation is found to be substantiated, the disciplinary panel has the power to take one or more of the following actions:

- (a) Issue a first (green) written warning, to be recorded on the student's file for the remainder of their Licence period - unless already issued to the student for previous breaches then refer to (b) to (g) below
- (b) Issue a second (amber) written warning, to be recorded on the student's file for 12 months - unless already issued to the student for previous breaches then refer to (c) to (g) below

- (c) Issue a third and final (red) written warning to be recorded permanently on the student's file - unless already issued to the student for previous breaches then refer to (d), (e) (f) or (g) below
  - (d) A requirement for the student to sign a written undertaking to agree their future conduct and meet regularly with a member of Residential Services personnel to review their behaviour
  - (e) An order that the student apologises in person and/or in writing to affected parties (where relevant) and/or pays for loss or damage which they have caused
  - (f) An order that the student's Licence agreement is terminated (subject to due process of law and the requirements of the Protection from Eviction Act 1977)
  - (g) Escalate the case to the Director of Student Services for consideration under the Bournemouth University Student Disciplinary procedure (details of which can be found at: <http://studentportal.bournemouth.ac.uk/help/rules-regulations/> )
- 4.9 The University's Residential Service's department will provide written confirmation of any decision within 3 working days of the disciplinary hearing.
- 4.10 The student(s) may appeal against the decision of the disciplinary panel by writing to the Head of Residential Services or, in the case that the Head of Residential Services sat on the disciplinary panel, the Director of Student Services within 3 working days of being notified of the decision. The appeal will not be treated as a re-hearing, but will be heard on the basis of a review of the original decision. The Head of Residential Services or Head of Student Services has the power to reverse the decision of the disciplinary panel, reduce the penalty, or uphold the decision. This decision is then final.

## 5. Arrears

- 5.1 It is the student's responsibility to ensure they meet their financial responsibilities as defined within their Licence agreement. Failure to do so could result in legal action being taken by the University against the relevant student to retrieve any outstanding monies. If a student is experiencing financial difficulties, then they should make contact with the Residential Services Team to let them know as well as AskBU and/or SUBU Advice for guidance
- 5.2 The process Residential Services will follow for unpaid fees is as follows:
- **Within 7 days of amount being due:** Send an email reminder to student that amount is due, confirming date amount is to be paid by.
  - **Sent on the day amount is due:** Send an email reminder to the student confirming that an amount is due and that it should be paid immediately to avoid further action being taken
  - **1 week after amount is due:** Email student to inform them that interest at 3% above base rate will be added to their account if payment is not received within 14 days of the payment due date. Residential Services team can also commence phoning the student to try and discuss when the outstanding payment can be made.
  - **2 weeks after amount is due:** Email notice giving 1 final week to pay the outstanding amount in full. Confirm that interest at 3% above the Bank of England base rate will be added to the student's account and the daily figure will be set out.

Residential Services team can also continue to phone the student to try and discuss when the outstanding payment can be made.

*LettingsBU Fully-Managed residents only* – Notification that the student's guarantor will also be contacted if the amount remains unpaid.

- **3 weeks after amount is due:** If there is still no response from the student and/or the amount remains unpaid in full then Residential Services will email the student reminding them that interest will continue to be added to their account whilst the amount remains outstanding. The student will be informed that at the end of their Licence period any remaining outstanding fees will be passed to the BU Finance team who will continue to claim the outstanding fees, up to and including the use of an external debt collection agency.

Residential Services may also email, post and hand deliver a Notice to Quit giving the student 28 days' notice to vacate the accommodation.

*LettingsBU Fully-Managed residents only* – The student's guarantor will be written to and notified of the outstanding fees.

- 5.3 Students who are in rental arrears to Bournemouth University, or one of its accommodation partners, will not be eligible to rebook accommodation within its portfolio until such time as the arrears are cleared.

## 6. Room withdrawal

Students wishing to withdraw from their accommodation should refer to their Licence agreement, 2. Legally Binding Contract, (b), (c) and (d) for details on how to do this.

## 7. Room transfer

- 7.1 Transfers to other rooms, flats or halls will not be considered for the first four weeks of the student's contract period.
- 7.2 If a student is in arrears then a transfer request will not be considered.
- 7.3 If a resident feels they have a genuine need to move, the transfer policy and process is as follows:

An application form can be downloaded from our [Useful Information](#) webpage or can be obtained in person from the Residential Services offices in The Hub (Poole House). This form should be completed detailing the reason(s) for wanting to transfer. This application will be reviewed and a further interview with a member of the Residential Services Team might be required to clarify these reasons or establish/request further details to support the transfer request. Any decision to transfer is at the sole discretion of the Residential Service Managers whose decision will be final. Subject to availability, if a student's transfer application is accepted then the Residential Services Team will contact the student directly to arrange the transfer. The University may charge the student for its reasonable costs in dealing with the student's request up to a maximum sum of £50. If the student's transfer is not accepted then the Residential Services Team will not normally inform the student. Applications for transfers are only valid for two weeks and the student will need to renew their application after this time has elapsed. The responsibility to renew the application sits solely with the student. The Residential Services Team will not send out a reminder after the two week period has elapsed.

## 8 Complaints (Local Stage)

Residential Services is responsive to the needs of users of students and welcomes comments and complaints as a means of improving services. We won't necessarily be able to change the things in the way that you would like or always meet your needs but we will always be able to give you an explanation of why we do what we do. Residential Services will always be professional and courteous in dealing with complaints and we will try to be as quick as we can in responding to you.

### Stage one

If you have a complaint, in the first instance please discuss this with a member of the team at your accommodation or in the Residential Services office, who will work with you to try and resolve the matter. In this instance this can be either verbal (but polite) or written and should be within 7 days of the instance. Hopefully, we can wrap things up satisfactorily at this stage, but if you are still not satisfied then we can escalate matters to stage two. Our contact details are:

- Student Village: email [StudentVillageTeam@bournemouth.ac.uk](mailto:StudentVillageTeam@bournemouth.ac.uk) or call 01202 961012
- Dorchester House: email [dorchesterhouse@iqstudentaccommodation.com](mailto:dorchesterhouse@iqstudentaccommodation.com) or call 01202 941020
- Residential Services: email [accommodation@bournemouth.ac.uk](mailto:accommodation@bournemouth.ac.uk) or call 01202 969696

### Stage two

If you are unhappy about a response you have received at Stage 1 and feel that your complaint warrants further investigation, or the complaint is actually about a member of your accommodation team, then you must submit this in writing to one of our managers. Your letter should contain a clear statement of your concerns, highlighting what has been done to help you up to now, including any supporting documentation, and should also explain how you think your complaint could be best resolved.

When you are ready to send your written complaint please send this on to a member of the team who has managerial responsibility for the area of service that you are complaining about. You must submit this in writing to one of our managers within 10 days of the date of the stage 1 response.

Depending upon the subject of your complaint, you should send your email to [accommodation@bournemouth.ac.uk](mailto:accommodation@bournemouth.ac.uk) and for the attention of one of the following:

- Glenda Brown – Housing Operations Manager (Student Village or Dorchester House)
- Stuart Smith – General Manager (Unilet or LettingsBU service)
- Naomi Crabb – Bookings & Administration Officer (Central bookings and rent collection)

Once we receive your complaint we will confirm receipt in writing back to you. If we are unable to respond to the actual issues you have identified at this stage we may request further information from you in order to conduct our investigations. We then aim to investigate and respond to you with you within twenty working days with our response, decision and proposed course of action. However, if we require further time after this we will write to keep you updated on progress and the reasons for delay.

### Stage three (Central Review Stage)

The stages outlined above, constitute the **Local Stage** of Bournemouth University's Complaints Process and should be exhausted prior to escalating your complaint to the **Central Review**

**Stage.** Further details on the Central Review Stage and how to escalate your complaint can be found on the [Important Information page](#) under the Complaints section.

## 10. Damage, Replacement and Cleaning Costs

Unfortunately, things can and do get broken, and although we won't charge you, if it really was an accident, sometimes we may have to pass on a cost for damage, replacements or additional cleaning.

The reason we have sent this to you now is that we believe that honesty is the best policy and we like to be as up front as we can about these costs from the start so that there are no nasty surprises further down the line. As per your Licence and Rules & Information documents, when you sign and accept your offer of accommodation you also accept these cost implications.

Please do keep this information for reference, although we do hope that you never need to use it.

Area	Item	Replacement from*	Notes
<b>Access and Security</b>	Door Keys	£25.00	per key
	Door Fob	£20.00	per key
	Post Key	£20.00	per key
<b>Bathroom</b>	Toilet seat	£15.00	per item
	Basin/Toilet pan/cistern	£75	per item
	Additional Deep Clean	£25.00	per clean
	Painting	£30.00	per wall
<b>Kitchen</b>	Kitchen bin	£40.00	per item
	Mop, bucket, broom, Dustpan/brush	£10.00	per item
	Flooring	£60.00	per item
	Worktop	£70.00	per item
	Table	£150.00	per item
	Ironing Board (where supplied)	£25.00	per item
	Kettle	£15.00	per item
	Microwave	£70.00	per item
	Oven	£300.00	per item
	Hob	cost per invoice	invoice supplied on request
	Fridge	£250.00	per item
	Freezer	£250.00	per item
	Fridge/Freezer	£320.00	per item
	Disposal of white goods	cost per invoice	invoice supplied on request
	Additional Deep Clean	£50.00	per clean
Painting	£40.00	per wall	
<b>Fire Safety Equipment</b>	Fire Extinguisher (misuse)	£80.00	per item
	Fire Blanket (misuse)	£30.00	per item
	Fire Break Glass (misuse)	£25.00	per item
	Smoke/Heat Detectors	£50.00	per item
<b>Bedroom</b>	Study Chair	£80.00	per item
	Bed Base	£80.00	per item
	Bedside table	£45.00	per item
	Wardrobe	£150.00	per item
	Mattress	£75.00	per item
	Study Desk	£160.00	per item

	Desk Lamp	£10.00	per item
	Easy Chair	£70.00	per item
	Mirror	£40.00	per item
	Wastepaper bin	£10.00	per item
	Headboard	£50	per item
	Vanity Unit	£50	per item
	Additional Deep Clean	£30.00	per clean
	Painting	£30.00	per wall
	Notice board	£30.00	per item
	<b>Communal Areas</b>	Easy Chair	£100.00
Easy Chair		£60.00	re-cover
Sofa		£200.00	per item
Notice Board		£30	per item
Coffee Table		£50	per item
Dining Chairs		£50	per item
Vacuum Cleaner		£100	per item
External areas		Cost per invoice	invoice supplied on request
Additional Deep Clean		£30.00	per clean
Painting		£30.00	per wall (minimum charge)
Signage		cost per invoice	invoice supplied on request
<b>Other</b>		Window or Door Glass	cost per invoice
	Replace carpet	cost per invoice	invoice supplied on request
	Carpet Clean	£45.00	per room
	Carpet Clean corridor	£45.00	per corridor
	Curtain replacement	£85.00	per set
	Window Clean	£10.00	per window
	Door Lock	cost per invoice	invoice supplied on request
	Damage to Wall	£40.00	per wall (minimum charge)
	Damage to Door	£125.00	per item (replacement)
	Damage to Electric Sockets	£20.00	per item
	Removal of rubbish	£7.00	per bag

<b>Cost Per invoice</b>	Where this is indicated the costs to the resident will be as per the invoice
<b>Per item</b>	Where there is indicated this cost is set for the replacement of one of these items. Each additional item will be charged at per item.
<b>Invoice supplied upon request</b>	Where this is stated Residential Services will charge the student the cost as stated on the invoice. The invoice will be supplied to the student upon request
<p><b>*Cost could go up dependent on level of replacement or damage costs. Invoices are available upon request.</b></p> <p><b>We may charge for our reasonable and proper time spent in dealing with you and third parties for the processing of any damage, cleaning or replacement charges. This is a discretionary charge and can be waived by a member of the Residential Services management team if deemed to be inappropriate</b></p>	

## 11. Management Codes of Practice

Dorchester House and Student Village are signed up to the Universities UK (UUK) Accommodation Code of Practice ensuring good practice in the area of management and the general operation of student accommodation. Further details of the benefits of being registered can be found at [The \(Accommodation\) Code](#)

Unilet and LettingsBU (Fully Managed) properties fall under the scope of the local housing amenity standards as set out by the local borough council. All properties adhere to the relevant standards pending their classification as a licensable HMO or non-licensable HMO. Further information on BCP Council's standards can be found at:  
[Houses in Multiple Occupation \(HMOs\) | BCP \(bcpcouncil.gov.uk\)](https://www.bcpCouncil.gov.uk/housing/houses-in-multiple-occupation-hmos)