
Accommodation Code of Conduct

Date: 01 February 24



We are a community that cares

Living in accommodation can be one of the most significant experiences of your time at Staffordshire University. It brings the opportunity to meet and live alongside people from a range of backgrounds, will most likely influence your overall student experience, and see you forging friendships that will last a lifetime.

We expect everyone living within our community to be respectful and kind. We encourage open communication and collaboration between residents in the accommodation.

This code of conduct forms part of the Accommodation Licence Agreement.

Our Code of Practice

Where you live is a big part of being at university, which is why Staffordshire University is part of the Student Accommodation Code. The Code underpins our ongoing dedication to our students to make sure you get the best out of your time living in our residences. The Code protects our students' rights to safe, good quality accommodation. It outlines everything students can expect from our accommodation as well as their responsibilities. Full details of The Code are available at the [Student Accommodation Code website](#).



1. Conduct expected of accommodation users

- 1.1. We (the University) aim to provide an environment for all residents that is comfortable, safe, clean, and supportive. This document outlines the standard of conduct that we expect of our residents so that everyone can live together. Residents are expected to behave in a manner that demonstrates respect towards everyone, and create and maintain a clean, safe, and comfortable place to live. This applies to both residents and their visitors.
- 1.2. In student accommodation we expect residents to:
 - 1.2.1. Complete the online induction before arrival.
 - 1.2.2. Complete the room inventory on arrival.
 - 1.2.3. Behave in a responsible manner that will help to foster mutual respect and understanding between all members of the residential community.
 - 1.2.4. Act within the law and not to engage in any activity or behaviour that is likely to adversely affect those around them.
 - 1.2.5. Behave and communicate in ways that do not offend others. Examples of offensive behaviour include (but is not limited to) using abusive or obscene language, engaging in any form of discriminatory or anti-social behaviour, or acting in any way that could be perceived as offensive or harmful (See sections 2 and 3 below).
 - 1.2.6. Treat everyone with respect, whether they are a resident, member of staff or guest.
 - 1.2.7. Treat all residential and university property with respect.
 - 1.2.8. Comply with reasonable requests from members of staff (e.g. Requests to show ID)
 - 1.2.9. Observe fire alarms, related procedures and evacuate buildings when alarms sound.
 - 1.2.10. Adhere to the University's Health and Safety policies and to any specific requirements that apply to student accommodation.
 - 1.2.11. Act in accordance with any government advice that is issued to UK residents.

2. Poor conduct - types of behaviour regarded as a breach of licence

Examples of inappropriate behaviour are set out below and may lead to disciplinary action as detailed in the Residential Behaviour Management Process and the University's conduct procedure. This applies to both residents and their visitors. The list should not be considered as being exhaustive.

- 2.1. Non-disclosure to the Residential Services team of any additional needs that may impact the use of the accommodation. Any requests for reasonable adjustments must be submitted to the Residential Services team in writing before taking up occupation of the accommodation.
- 2.2. Unacceptable behaviour arising from the consumption of alcohol or other substances.
- 2.3. The possession or use of illegal drugs, controlled substance, or any substance that has a similar effect to illegal drugs.
- 2.4. Excessive noise or disturbance to other residents and staff, particularly between the hours of 11pm - 7am in accordance with the Environmental Protection Act 1990.
- 2.5. Disorderly, threatening, bullying, or offensive behaviour or language whilst in the accommodation.
- 2.6. Abusive behaviour or language, harassment or bullying of any kind, towards another resident, member of staff or a visitor by any means, including social media, whether on or off the premises and whether conducted through university or personal equipment.
- 2.7. Damage to or defacement of, residential property or the property of other residents, whether caused intentionally, accidentally, or through reckless behaviour.
- 2.8. Any action that did cause, or could have caused, a health and safety concern in the accommodation.
- 2.9. Any interference with fire detectors, fire alarms, fire doors, or fire extinguishing equipment which may also be dealt with as illegal activity.
- 2.10. Any behaviour that damages the University's relationship or reputation with its local communities, as evidenced by complaints from residents, residents' groups, local representatives, or the police.
- 2.11. The creation or sharing of content, whether online or in person, that could cause alarm, distress, harm, or offence to others. This includes text messaging, direct messaging, social media, and group messaging.
- 2.12. Misuse or unauthorised use of residential premises and property, including running a business including online business sales, multi-level marketing or any other online provided service, and computer misuse.
- 2.13. Failure to respect the rights of others to freedom of speech within the law, as required by s.43

of the Education Act (No.2) 1986.

2.14. Unacceptable behaviour arising from not adhering to current government guidelines.

3. Prohibited Activities and Items

General prohibited items (including but not limited to):

- 3.1. weapons of any description including replica, costume, sport, and toy weapons.
- 3.2. pets of any description other than authorised assistance animals (Requests for assistance animals must be submitted in writing to Residential Services and approved before arrival).
- 3.3. items which may cause damage to the property or individuals.
- 3.4. Any decorative items that obstruct windows or fire door vision panels.
- 3.5. Any items depicting hate symbols and/or anything that could cause offense (as defined by the Equality Act).
- 3.6. brewing and distilling equipment.
- 3.7. nitrous oxide canisters.
- 3.8. Intoxicating substances (e.g – Poppers).
- 3.9. inflatable items.
- 3.10. bicycles are prohibited from the accommodation but may be stored in designated areas.
- 3.11. Items that require or produce heat to operate and constitute a fire hazard (This list is not exhaustive).

For Example –

- oil burners, halogen lights
- e-cigarettes, vape pens, hookah, or shisha pipes
- sunbeds
- portable heaters
- candles, incense sticks/burners/heaters or other naked flame
- deep fat fryers
- fireworks, petrol, paraffin, bottled gas
- 3D Printers

3.12. Kitchen knives should not be kept in any individual's personal room. All kitchen knives should be kept in a cupboard in the kitchen area.

3.13. If you would like to bring any bladed articles and you are unsure if you are permitted to have this on site, please let us know.

4. Misuse of drugs

The University operates a zero-tolerance policy towards the use of drugs;

- 4.1. The possession of controlled substances or drug paraphernalia (regardless of legality status of the item) within the direct vicinity of the accommodation, car parks and grounds,
- 4.2. use and/or supply of illegal drugs or any controlled drugs listed in the Misuse of Drugs Act 1971, Drugs Act 2005, Psychoactive Substances Act 2016, including subsequent amendments
- 4.3. and/or any substances capable of producing a legal high, hallucinogenic, or similar effect (if proven).
- 4.4. Students found to be in breach of the above will face disciplinary action and, depending on the severity of the breach, may have their Accommodation Licence Agreement immediately terminated and be permanently excluded from University-managed accommodation.

5. Smoking/Vaping

- 5.1. Smoking and/or vaping is not permitted inside any University building. If a resident is found or suspected to have been smoking or vaping inside university managed accommodation, they may face disciplinary action. Involvement in further similar incidents will result in escalated disciplinary action being taken. Electronic cigarettes, vape pens, or similar devices are also prohibited in the same manner. Smoking and vaping are only permitted outdoors, at least five metres away from any doors or windows.

6. Visitors

- 6.1. All visitors must be signed in by the resident when they arrive, must be over 18, and is only permitted to stay overnight for 2 consecutive nights or 3 non-consecutive nights in any 14 day period.
- 6.2. Sign in can be done using the online form, or in person at the Residential Services Office in Coalport hall.
- 6.3. All residents are responsible for the behaviour and conduct of their visitors. Any breaches of

this code of conduct or the Accommodation Licence Agreement by a visitor may result in disciplinary action being taken against the resident.

6.4. We reserve the right to restrict or remove visitors from the accommodation for any reason.

7. Fire prevention

All residents must adhere to all fire regulations and evacuation procedures and must not engage in any activity that may cause a fire hazard. Residents are expected to:

- 7.1. attend the compulsory welcome talk.
- 7.2. take part in any fire drills that are scheduled while you are in the accommodation.
- 7.3. not obstruct communal areas or fire escape routes, including windows.
- 7.4. not to prop open, tamper with, or alter, the fire doors.
- 7.5. not to abuse, interfere or otherwise tamper with any of our fire prevention and detection equipment.
- 7.6. never leave cooking unattended.
- 7.7. ensure that any personal electrical items are electrically safe. The Residential Services Team can assist with this.
- 7.8. only use cooking equipment and any portable culinary items that create a heating effect in kitchens.
- 7.9. ensure that printed material/banners/flags etc. are not displayed on any door or ceiling, in corridors, or stairwells.

8. Evacuations & Personal Emergency Evacuation Plans (PEEPs)

- 8.1. All residents have a responsibility to make themselves aware of all exit routes from their accommodation. There will be at least one official fire drill where residents are required to evacuate the building and move to the fire assembly point. This also applies to unplanned evacuations.
- 8.2. Any resident who has a disability that prevents them from safely evacuating the building is required to complete a PEEP and contact student-inclusion@staffs.ac.uk PEEPs must be completed before arrival at the accommodation. The Residential Services Team are available to provide support to residents who need to complete a plan.
- 8.3. Any change or deterioration must be reported to Residential Services as soon as possible and a review of the existing PEEP completed (if necessary). This includes temporary changes such as a physical injury or acute medical condition.
- 8.4. Failure to complete a PEEP will result in Residential Services completing a PEEP on your behalf based on the information you have provided at the point of accommodation application.

9. Noise

- 9.1. It is important that residents are able to rest and study within the accommodation at any time of day and noise levels must be kept at a reasonable level. After 11pm and before 7am is a period when many individuals will be most sensitive to high levels of disturbance and noise must be kept to a minimum, both inside and outside the accommodation. This can be achieved using headphones and keeping conversation at a low and consistent level. Noise disturbances can be reported to Campus Safety and Security.

10. Internet services

The licence includes internet services.

- 10.1. Internet services are installed and maintained by an external provider outside the university. Information about your internet provider can be found in your Accommodation A-Z Guide.
- 10.2. Access to the services is governed by the Terms and Conditions of the provider, Fair Use Policy and the University's Information Technology Policy and any breach may result in disconnection.
- 10.3. This may include but is not limited to:
 - 10.3.1. access to or downloading from websites reasonably deemed to be inappropriate
 - 10.3.2. sending of abusive communications
 - 10.3.3. operating unauthorised servers
 - 10.3.4. downloading illegal content
 - 10.3.5. operating a business
 - 10.3.6. providing online services
 - 10.3.7. crypto currency mining
 - 10.3.8. blockchain access

11. Equipment

- 11.1. Any equipment provided by the university must not be removed from the location for which it is

intended. All items must be kept clean and used for the purpose they are designed for. Any furnishings brought into the building must be authorised by the Residential Services team and be fire safety compliant. Items must not be placed in corridors or any other access route.

12. Hygiene

- 12.1. Residents are responsible for cleaning and general upkeep of individual rooms, kitchens, and bathrooms.
- 12.2. This includes, but is not limited to;
 - 12.2.1. Crockery and utensils must be cleaned in a timely manner.
 - 12.2.2. Refuse and food waste must be removed from the accommodation and placed in designated waste areas.
 - 12.2.3. Worktops should be wiped down regularly and kept free of debris .
 - 12.2.4. Worktops, surfaces, and windowsills must be kept clear of used and/or empty containers.
 - 12.2.5. Fridges/freezers must be wiped down regularly, inside and out.
 - 12.2.6. Expired food items must be removed from cupboards/fridges/freezers and disposed of appropriately.
 - 12.2.7. Spills must be wiped up to prevent staining or damage.
 - 12.2.8. Microwaves and ovens must be cleaned regularly.
 - 12.2.9. Sinks and plugholes must be kept clear of blockages and cleaned after use.
 - 12.2.10. Showers must be wiped down regularly and drains kept clear.
 - 12.2.11. Toilets must be kept clear of blockages and cleaned after use.
- 12.3. Failure to keep communal areas in a condition that is reasonably deemed to be habitable will result in further action being taken. Any additional cleaning that arises from a failure to keep the accommodation in a reasonably clean condition may result in additional charges to the residents of the accommodation.

13. Vacating accommodation

- 13.1. Individual rooms and communal spaces must be left in a clean and habitable condition on departure. Refuse and recycling must be removed and disposed of in designated waste areas.
- 13.2. All rooms must be vacated by 10am on the departure date stated in the Licence Agreement. After 10am, nightly charges will apply.
- 13.3. All personal belongings and items must be removed on departure. Any items left in rooms and communal spaces after departure dates will be removed and disposed of within 7 days.
- 13.4. Keys must be returned on departure to your accommodation reception, either in person or by post, to avoid additional licence fee charges. Where keys are not returned on the day the licence period ends, a daily rate charge will apply.

14. Government Guidelines

- 14.1. We have a duty of care to all residents within university accommodation and must always work in line with current guidelines and laws set out by the UK government.
- 14.2. We expect students to follow the latest government advice that has been issued. If any residential student is found to not be adhering to the guidelines or laws set out by the government then disciplinary action will be taken.

15. Maintenance

- 15.1. Licence holders are responsible for informing the Residential Services team of any maintenance issues in a timely manner, this includes completing the inventory upon arrival. Failure to report maintenance issues in a timely manner to the Residential Services team means we will be unable to resolve the issue.
- 15.2. Any cost of repair or replacement as a result of any damage or breach will be charged to the resident(s).

REFERENCES

Any policies referenced in this document can be found at <https://www.staffs.ac.uk/legal/policies>

Current Government advice can be found at: <https://www.gov.uk/>

Accommodation Conduct Process

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July 2024



Conduct Process in Accommodation

There is an Accommodation Code of Conduct in place for students living in university accommodation. This explains what level of conduct is expected of you in the university accommodation and gives examples of misconduct.

If it is reported that you have breached the Accommodation Code of Conduct and may have therefore, breached your Accommodation Licence Agreement, a designated person from Residence Life (ResLife) will be nominated to decide the appropriate course of action. This decision will be to either issue an immediate warning to you for the misconduct due to having clear evidence of the breach, to start an Accommodation Conduct Informal Investigation to determine the appropriate level of warning required or to escalate the case under the [University Student Conduct Procedure](#).

There are three types of warning which may be issued from the ResLife team these are a verbal warning, a first written warning and a second written warning. Depending on the severity or risk associated with the breach, the appropriate level will be discussed with you and issued accordingly. The nominated ResLife person will decide what level the misconduct is and make a risk-based decision as to how to proceed. The decision on the level of warning is ratified by another member of staff to ensure the level of action is appropriate, fair and consistent.

Students can bring one representative, either a friend or another suitable person with them for all stages of the Accommodation Conduct Process. You can contact the Students' Union for advice, and they can also support you attending meetings with ResLife staff if this is required. You must let the organiser of the meeting know if you require an extra invite for the representative and give them full details for them to be contacted to attend the meeting.

Students are responsible for the behaviour of any guests on site who are visiting them. If guests are found to be displaying any unwanted behaviours in or around the accommodation, then they will be asked to leave site immediately. The resident may face further action if their guest breaches the Accommodation Licence Agreement, and the resident may also have to pay for any damages caused by their visitor. Any visitors to student accommodation must be signed in and not be left on their own. If guests are left in student accommodation on their own, they will be asked to leave, and the resident will be responsible if any damage/issues have been caused and further action may be taken in accordance with the licence agreement.

When completing investigations and trying to support residents some examples of what ResLife can assist to resolve situations in accommodation by:

- Mediation meetings between affected residents
- Issue non-contact agreements
- Agreement to a peaceful communal leaving contract
- Enforce a behaviour action plan to be put in place
- Enforce room moves where no resolution can be reached between parties

Examples of Disciplinary Levels

This list is not an exhaustive list of behaviours that would result in disciplinary. ResLife will assess each situation based on risk and determine the level of appropriate action based on the degree of risk. Some situations may be addressed at a higher level of the accommodation conduct process or are immediately escalated to the university Conduct Procedure.

Level 1 – Verbal Warning

- Not using designated smoking/vaping areas
 - Disruptive communal living for example, persistently bringing in guests to your house/flat
 - Disturbing accommodation during late hours
 - Not adhering to 11pm low noise level
 - Non offensive inappropriate behaviour
 - Cleanliness issues within accommodation
 - Failure to report damage or maintenance issues
 - Not evacuating the building when required to
 - Not gaining permission to use of kitchen items that don't belong to you
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Level 2 – First Written Warning

- A repeat of any of the level 1 misconduct
- Offensive inappropriate behaviour
- Non-compliance with security personnel for example refusal to leave during a fire evacuation
- Not signing guests into accommodation
- Leaving guests unaccompanied in the accommodation
- Smoking/vaping within any accommodation building
- Theft, for example stealing food or crockery items
- Electrical equipment not compliant with regulations/Accommodation Licence Agreement
- Use of candles, incense, or other heated fragrance appliance within accommodation
- Propping open fire doors

- Storing items in escape routes
 - Health and Safety breach
 - Abusive language towards staff, residents, other students, and members of the public
 - Storage of sharps in individual bedrooms
 - Motor vehicles in accommodation
 - Charging E bikes/scooters in accommodation areas
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Level 3 – Final Written Warning

Based on the assessment of risk, misconduct in the categories below may also be escalated to the University Conduct Procedure

- A repeat of level 1 and/or level 2 misconduct
 - Damage to any accommodation property
 - Misuse of Accommodation Network – anything against the terms and conditions of the internet service provider
 - Providing keys to others
 - Causing or to have caused a security breach
 - Bullying/Harassment of others
 - Tampering with fire equipment
 - Keeping pets in accommodation
 - Possession of any drug paraphernalia
 - Running a business from an accommodation
 - In possession of a weapon (replica or otherwise)
 - Personal possession and/or use of any illegal substances (as defined under The Misuse of Drugs Regulations 2001)
 - Any criminal activity
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Once a level 3 ResLife warning is issued any further concerns would be escalated through the [University Student Conduct Procedure](#). Concerns can be escalated straight to the University Student Conduct Procedure without receiving a level 1 ,2 or 3 disciplinary warning. A breach, or consistent breaches of your accommodation licence may result in a Notice to Quit (NTQ) being issued. A Notice to Quit would require you to leave student accommodation.

Sanctions

Some examples of Sanctions in partnership with other university departments that could be imposed for low level disciplinary issues:

- Bar bans
- Event bans
- Guest bans
- Cleaning of damage caused
- Vehicle ban – parking permit revoked
- Litter picking
- Charges of replacement equipment/furniture
- Charges for cleaning accommodation and/or external areas

Appeals

If you wish to appeal a decision made under the ResLife Accommodation Conduct Process, this should be made in writing within 7 days of the decision being made and emailed to reslife@staffs.ac.uk

For any appeals regarding the University Student Conduct Procedure please see the section "what if I think the decision is wrong", [Appeal](#) area of the Student Conduct information provided to all university students.

Support Available to Students

Throughout all stages of the accommodation conduct process the university support services and Students Union will be available to you. These can be accessed by clicking on the links below:

Staffordshire University [Student Support](#) who can provide information, support and guidance; whether you have concerns about your studies, or it's a personal problem that you need assistance with. The services are there for every single student, whatever they need, throughout the whole year.

The [Students Union](#) who can provide advice, guidance and support on all student related matters.