



<REFERENCE NUMBER>

<DATE>

Accommodation
University College Birmingham
7th Floor, Student Services
Summer Row
Birmingham
B3 1JB
0121 232 4131
www.ucb.ac.uk

Accommodation at <HALL NAME>, <ACCOMMODATION TYPE>

Dear <NAME>

Thank you for choosing to reside in University managed accommodation. We are happy to confirm that we have now reserved you a room at <HALL NAME>.

We feel it is important for you to understand what you are signing up to, so have included a lot of detail in this pack. Please ensure you have read through all the information provided.

YOU ARE SPECIFICALLY ASKED TO CAREFULLY READ AND UNDERSTAND 'SECTION D: YOUR RESPONSIBILITIES', TAKING NOTE OF THE POTENTIAL REASONS FOR EVICTION FROM HALLS WHILST STILL BEING LIABLE FOR THE FULL ACCOMMODATION FEES

Included in the pack

Your Residential Contract

This will need to be returned to confirm the room booking. You and your guarantor will need to sign this. We cannot accept any contracts without a guarantor. Included in the Residential Contract is:

Your Payment Schedule

This explains when your rent is to be paid, and the amount you will need to pay.

Recurring Transaction Authority for Payment by Visa/MasterCard (if applicable)

This authorises UCB to take payment from your Visa/MasterCard (this form cannot be used for Switch, Maestro or Solo cards or any other type of debit/credit card). UCB will use this form to automatically take the payments from your card on the due dates shown, do not make payments by any other method. Please note that you cannot pay your Deposit using this method.

Deposit instruction

You will need to pay your deposit to secure your accommodation.

Important information...

Rooms within university managed accommodation are very popular. Due to the high levels of demand you must return your residential contract signed by you the tenant and your guarantor; your payment schedule; and your recurring transaction authority (if applicable) by <DATE plus 14 days>. If we have not received your documents and deposit by this date, we will need to cancel your application and offer the room to someone else.

If you have any questions, feel free to contact us directly by calling us on 0121 232 4131

Residential Contract

<REFERENCE NUMBER>

<DATE>

<FORNAME><SURNAME>

<ADDRESS 1>

<ADDRESS 2>

<POSTCODE>

<COUNTRY>

Dear <NAME>

Please see the offer of accommodation stated below. You must remain in the named accommodation for the stated accommodation period and you are responsible for the accommodation fees and complying with your obligations and responsibilities set out in the contract.

Accommodation Details	
Accommodation	<HALL>
Accommodation type	<ROOM TYPE>
Accommodation Address	<HALL ADDRESS>

Tenancy Period	
Tenancy Start Date	<START DATE>
Tenancy End Date	<END DATE>

Payment Details	
Security Deposit	£100
Cost per week	£<COST PER WEEK>
Total (inc of Deposit)	£<TOTAL COST>

Deposit instruction

You will need to pay your deposit to secure your accommodation by <DATE plus 14 days>. If we have not received your documents and deposit by this date, we will need to cancel your application and offer the room to someone else. Please ensure you use either <NAME> or <REFERENCE NUMBER> as your payment reference. Please ensure you have sufficient funds when making your payment.

Bank transfer

Beneficiary – University College Birmingham

Account Number : 10216731

Sort Code : 60 02 35

BIC/Swift Code : NWBKGB2L

IBAN Code : GB40NWBK60023510216731

Online Payment

Please use the link - <http://applications.ucb.ac.uk/online-payments> and follow the online payment instructions

Payment Schedule – by Recurring Transaction

Tenant Information	
UCB ID (if applicable)	<STUDENT ID>
Reference Number	<REFERENCE NUMBER>
Tenant Name	<NAME>
Accommodation	<HALL><ACOMMODATION TYPE>

Please select your chosen payment method and see payment information as relevant:

Securing your offer – Please tick as appropriate	
I have included my deposit	<input type="checkbox"/>
I request my deposit is carried forward from 18/19	<input type="checkbox"/>

Paying in Instalments

Recurring Transaction - Please complete 'Recurring Transaction Authority' overleaf

Your rent can be paid in three instalments for a full year (42 week) contract, or two instalments for a single semester contract. The table below shows the instalment dates and amounts to be paid. All payments must be made in Pounds Sterling:

Payment	Date Due <only where applicable>	Amount Due
Deposit	<DATE plus 14 days>	£100
Rental Period 1	<TERM 1>	<PAYMENT 1>
Rental Period 2	<TERM 2>	<PAYMENT 2>
Rental Period 3	<TERM 3>	<PAYMENT 3>

Please be aware that if your rent is not paid by the due dates you will be surcharged £50.

Tenant Name: <FORNAME><SURNAME>

Signature:

Date:



Visa or MasterCard Recurring Transaction Authority

We will use this form to automatically take the payments shown below from the card details you give us. Please do not provide us with any other method of payment for your accommodation fees. If your card details change/expire within the academic year please let us know.

Please complete parts 1 to 7 to authorise us to claim payments directly from your Visa/MasterCard Account.

To: University College Birmingham

1. Name of Cardholder:
2. Full Address:
3. Post Code:
4. Mobile Number:
5. Card number: <16 BOXES FOR CARD DETAILS> 4*4 boxes as on cards
6. Expiry Date:
7. I authorise you to charge my MasterCard/Visa/Visa Debit* with the amounts shown below in respect of accommodation fees due on the following dates:

Payment	Date Due <only where applicable>	Amount Due
Rental Period 1	<TERM 1>	<PAYMENT 1>
Rental Period 2	<TERM 2>	<PAYMENT 2>
Rental Period 3	<TERM 3>	<PAYMENT 3>

Name of student in which accommodation is held: <NAME><SURNAME>

I understand that University College Birmingham has advised me of the amount to be paid and the dates on which the payment is due and that University College Birmingham may only change these after giving me prior notice.

I UNDERSTAND THAT THIS AUTHORITY IN FAVOUR OF UNIVERSITY COLLEGE BIRMINGHAM WILL REMAIN IN FORCE UNTIL SUCH TIMES AS I CANCEL IT IN WRITING TO UNIVERSITY COLLEGE BIRMINGHAM.

Signature of Cardholder

Date

Payment Schedule – Paying Monthly

Tenant Information	
UCB ID (if applicable)	<STUDENT ID>
Reference Number	<REFERENCE NUMBER>
Tenant Name	<NAME>
Accommodation	<HALL><ACCOMMODATION TYPE>

Please select your chosen payment method and see payment information as relevant:

Securing your offer – Please tick as appropriate	
I have included my deposit	<input type="checkbox"/>
I request my deposit is carried forward from 18/19	<input type="checkbox"/>

Paying monthly

Your rent can be paid in nine monthly instalments for a full year (42 week) contract or **four** instalments for a single semester contract. These payments will need to be made either via online payment, bank transfer or directly to our cash office.

Payment	Date Due <only where applicable>	Amount Due
Deposit	<DATE plus 14 days>	£100
Rental Period 1	<MONTHLY 1>	<PAYMENT 1>
Rental Period 2	<MONTHLY 2>	<PAYMENT 2>
Rental Period 3	<MONTHLY 3>	<PAYMENT 3>
Rental Period 4	<MONTHLY 4>	<PAYMENT 4>
Rental Period 5	<MONTHLY 5>	<PAYMENT 5>
Rental Period 6	<MONTHLY 6>	<PAYMENT 6>
Rental Period 7	<MONTHLY 7>	<PAYMENT 7>
Rental Period 8	<MONTHLY 8>	<PAYMENT 8>
Rental Period 9	<MONTHLY 9>	<PAYMENT 9>

Please ensure you use either <NAME> or <REFERENCE NUMBER> as your payment reference. Please ensure you have sufficient funds when making your payment. You may use either **bank transfer** or **online payment, please refer to page 2 of the contract for payment information.** Each payment must be made in full by the month end.

Please be aware that if your rent is not paid by the due dates you will be surcharged £50.

Tenant Name: <FORNAME><SURNAME>

Signature:

Date:

Payment Schedule – Paying in full

Tenant Information	
UCB ID (if applicable)	<STUDENT ID>
Reference Number	<REFERENCE NUMBER>
Tenant Name	<NAME>
Accommodation	<HALL><ACCOMMODATION TYPE>

Please select your chosen payment method and see payment information as relevant:

Securing your offer – Please tick as appropriate	
I have included my deposit	<input type="checkbox"/>
I request my deposit is carried forward from 18/19	<input type="checkbox"/>

Paying in Full

Pay your rent in full by <TERM 1> and you will receive a discount of £100 for full year (42 week) contract, or £50 for a single semester contract. Please deduct the discount before making your payment. All payments must be made in Pounds Sterling.

Payment	Date Due <only where applicable>	Amount Due
Deposit	<DATE plus 14 days>	£100
Total Payment Due	<Term 1>	<PAYMENT 1, 2&3>

Please ensure you use either <NAME> or <REFERENCE NUMBER> as your payment reference. Please ensure you have sufficient funds when making your payment. You may use either **bank transfer** or **online payment** to pay in full.

Bank transfer

Beneficiary – University College Birmingham

Account Number : 10216731

Sort Code : 60 02 35

BIC/Swift Code : NWBKGB2L

IBAN Code : GB40NWBK60023510216731

Online payment

Please use the link - <http://applications.ucb.ac.uk/online-payments> and follow the online payment instructions

Tenant Name: <FORNAME><SURNAME>

Signature:

Date:



Residential Contract - Completion of Tenancy

<REFERENCE NUMBER>

Accommodation Details	
Accommodation	<HALL>
Accommodation type	<ROOM TYPE>
Accommodation Address	<HALL ADDRESS>

Tenancy Period	
Tenancy Start Date	<START DATE>
Tenancy End Date	<END DATE>

I wish to accept the offer of accommodation stated above. I understand that I must remain in the named accommodation for the stated accommodation period and am responsible for the accommodation fees and complying with my obligations and responsibilities set out in the contract. Further, by signing this document I understand that I will have been regarded as having read, understood and accepted the stipulations in the contract and I have had the opportunity to raise any concerns with the Accommodation Officer and the Finance and Information Services Unit at University College Birmingham.

The defined terms in this residential contract have the same meaning and purpose as defined in the contract terms and conditions.

Tenant Name: <FORNAME><SURNAME>

Signature:

Date:

Financial Guarantor

Guarantor's statement: I confirm that I have read and understood the contract for the above accommodation and accept its terms and conditions. I agree to guarantee the payment of accommodation fees for the above applicants for the accommodation period as stated. I understand that if for any reason the applicant concerned does not pay all or any part of their accommodation fees or other sums due under the terms of contract, I will be liable for the payment of all accommodation fees for the entire accommodation period. This is alongside all other sums due by the above named applicant under the contract together with any fees and costs that UCB may incur in the recovery of such outstanding monies until re-let to a third party by UCB.

The definitions in this financial guarantee have the same meaning and purpose as defined in the contract terms and conditions.

Guarantor Details	
Guarantor Name	
Relationship to Tenant	
Guarantor Address	
Guarantor email address	

Guarantor Signature:

Date:

Guide to completing and returning your documents

1. Check your details on the residential contract and read through our terms and conditions. Our terms and conditions can also be found at www.ucb.ac.uk/accommodation
2. Sign the 'Tenant' section of the residential contract
3. Your guarantor must also sign the residential contract
 - i) Your guarantor must be over 18 years of age
 - ii) Your guarantor must provide their relationship to you, the tenant
 - iii) Your guarantor must provide full name, address and contact details
4. Complete your payment schedule and *recurring transaction authority* information (where applicable)
5. Complete your deposit confirmation information

Final Checks

To confirm your accommodation, please ensure the following has been completed:

- Your residential contract signed by you, the tenant, and your guarantor
- Your completed payment schedule and *recurring transaction authority* (where applicable)
- Deposit payment information

These can be scanned and emailed to accommodation@ucb.ac.uk or posted back to us at the following address:

**Accommodation
University College Birmingham
7th Floor, Student Services
Summer Row
Birmingham
B3 1JB**

What happens next?

1. Check your email account. We will contact you as soon as we've received your documents and deposit and providing everything we need is there, we'll confirm your booking.
2. For students transferring money from a bank account held outside the UK, transfer fees vary. As you are responsible for all bank fees charged for making the transfer, you may find it less expensive to make your payment directly to the university using debit/credit card. Please use the link - <http://applications.ucb.ac.uk/online-payments> and follow the online payment instructions.

TERMS AND CONDITIONS

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IMPORTANT

THIS IS A LEGALLY BINDING DOCUMENT

MAKE SURE YOU READ AND UNDERSTAND THE CONTENTS OF THIS DOCUMENT. IN ACCEPTING THE CONTENTS YOU AGREE TO ABIDE FULLY BY THESE TERMS AND CONDITIONS THAT INCLUDE STAYING AND PAYING FOR THE FULL ACCOMMODATION PERIOD. IF YOU REQUIRE CLARIFICATION ON ANY POINT, PLEASE CONTACT THE ACCOMMODATION OFFICER PRIOR TO ACCEPTING THE OFFER.



Definitions

In this Contract the following words shall have the following meaning and effect:

Any reference to “UCB” or “we” or “us,” means University College Birmingham and its successors and assigns.

Any reference to “the resident”, or “the student”, or “you” means yourself as the occupier of the accommodation and holder of the residential contract.

“Accommodation” means the study bedroom as specified in the residential contract and includes shared corridors, shared lavatories, shared showers (as applicable) and/or any shared kitchen facilities.

“Accommodation period” means the period of time specified in the residential contract for which you are offered accommodation.

“Accommodation Officer” means any person appointed by UCB to act as Accommodation Officer situated on the 7th Floor (Summer Row Site) or at such other location as UCB may decide from time to time and notify you in writing.

“Hall Manager” means the Hall Manager in the reception area of the site.

“Accommodation fees” means the fees to be paid by you to UCB for the accommodation during the accommodation period as stated in the residential contract.

“Site” means all and any land and buildings which are now or may at any time during the accommodation period form part of the area known as - The Halls of Residence, either **The Maltings, Granville Street, Birmingham, B1 1SB**, or **Cambrian Hall, Brindley Place, Birmingham B1 2NB**.

“Offer of accommodation” means an offer of accommodation by us to you on the terms set out in this contract and which has been countersigned by you in acceptance.

“Study bedroom” means a bedroom and any en-suite facilities (as applicable) within it.

“Payment Schedule Form” means the payment schedule form sent or given to you, within this contract.

“Financial Guarantee” means the financial guarantee sent or given to you, within this contract.

“Residential Contract” means the residential contract supplied with this contract.

“Security Deposit” means a security deposit of £100 payable by you to us.

“Mandatory Online Induction Declaration” means the declaration you must print after completing the online induction. The link sent via email, following return of this contract.

Section A - How to secure your Accommodation

1. If you want to accept University College Birmingham's (UCB's) offer of accommodation you must complete, sign and return the residential contract including financial guarantor signature and payment schedule form to the accommodation officer within 14 days of the date at the top of your offer letter, or at the time of receiving the offer of accommodation if it is made on arrival at UCB, whichever is the earlier. For the avoidance of any doubt the accommodation will not be secured for you unless these documents and monies are returned to us in accordance with this contract and marked for the attention of the:

**Accommodation Officer,
University College Birmingham,
Summer Row,
Birmingham, B3 1JB.
accommodation@ucb.ac.uk**

2. When you accept the offer of accommodation, you will also need to select your intended method of payment for the accommodation fees as set out in the accommodation payment schedule form. A one-off discount of £100 off the accommodation fees will be given for payment in advance of your total accommodation fees due for the full period of the contract (£50 discount for single semester contracts).
3. A refundable security deposit of £100 is required. This deposit may, at UCB's absolute discretion, not just be used for damage to the accommodation or the site or non-payment of accommodation fees but also as a payment for any other outstanding amount you might owe UCB. Any damage to the accommodation and/or the site and/or any fixtures, fittings, equipment, furniture and floor coverings provided by UCB at the accommodation and/or the site must be reported to the Hall Manager immediately. You will be liable to pay for any such repairs or replacement costs and in the case of communal damage these costs will be split accordingly.
4. Applicants should note that failure to return all of the following forms normally within 14 days, will result in your offer of accommodation being withdrawn and as a result you will have no right to any Accommodation. Please note that your accommodation will not be secured until you have signed and returned the following documents:

Payment schedule and *recurring transaction authority (where applicable)*

Residential contract – Completion of Tenancy (signed by you, the tenant and your guarantor)

5. Please bring with you your residential contract when you arrive at the accommodation reception to pick up the keys to your accommodation.
6. If you are securing your accommodation by post or email you have the right to cancel this contract for a period of seven days from the date you accept the offer, prior to arriving at the site. To cancel this contract within the seven day period, please write to; Accommodation Officer, University College Birmingham, Summer Row, Birmingham, B3 1JB.

Section B - Terms and Conditions of Accommodation

1. Please read and understand the following section before signing and returning the necessary documents. The accommodation is offered on the understanding that it is accepted by you for the accommodation period stated in your residential contract (including vacation periods) with the following conditions:-
2. Once you have completed and returned your residential contract including financial guarantor signature and payment schedule form, you are committed to accepting the offer of accommodation for the dates stated in the residential contract and abiding fully by the terms and conditions stipulated in this contract. For the avoidance of any doubt you are required to pay all accommodation fees as set out in the residential contract together with the security deposit.
3. UCB reserves the right to transfer a resident at any time into similar accommodation, provided that:

The resident is given reasonable notice (except in an emergency);
The alternative accommodation is similar to the original accommodation;
If the resident moves to the alternative accommodation, the terms of the contract will remain in force unless expressly agreed otherwise.
4. Halls of Residence staff will endeavour to gain consent in advance to entering a study bedroom. However UCB reserves the right to access any study bedroom at any time in the result of a serious breach of contract, when there is a concern of criminal activity or when conducting welfare checks on residents.
5. For the right to occupy the accommodation you must pay the accommodation fees in full, in accordance with the accommodation payment schedule form.
6. You must pay your accommodation fees at the times and in the manner set out in the accommodation payment schedule form allowing for any discounts that may be applicable. Do not forget to pay your security deposit.
7. If you decide not to move into the accommodation or you wish to terminate the contract before the scheduled end date, you may request to leave by informing the Accommodation Officer immediately in writing at accommodation@ucb.ac.uk.
8. Any offer of accommodation should be accepted by you on the understanding that you will remain in the accommodation for the full accommodation period. If for any reason you vacate all or any part of the accommodation before the end of the accommodation period, you will remain fully and personally liable for payment of the accommodation fees for the entire accommodation period remaining, unless and until you find a student at UCB who is willing and able to replace you and who is, at UCB's absolute discretion, both acceptable to the Accommodation Officer and is not someone who is already living in UCB accommodation.
9. Refunds of any remaining accommodation fees are only given to you where UCB is able to re-let the accommodation for the remainder of the accommodation period. UCB shall be entitled to deduct your security deposit of £100 along with the amount necessary to cover rent for the period that the accommodation remains un-let. You remain fully liable for the payment of the



accommodation fees for the entire accommodation period until such time as the accommodation is re-let in accordance with the above **Section B, clause 8**. UCB reserves the right to invoke the financial guarantee in the event that such accommodation fees remain unpaid by you.

10. We will not offer any accommodation or will revoke accommodation offered to you for the next academic year if you have any outstanding monies owed to UCB (unless previously agreed). UCB also reserves the right to prevent continuing students from re-registering for the next year of their course until such time as monies owed to UCB have been paid in full.
11. Exchanging your study bedroom with another UCB resident will only be permitted in exceptional circumstances (to be determined by UCB acting at its absolute discretion) and with the prior written agreement of the Accommodation Officer. There is a non-refundable administrative charge of £30 per resident payable by you prior to exchanging any accommodation. UCB reserves the right to refuse consent to any such request made by you where there are outstanding accommodation fees owed, and/or where you are in breach of any point under this contract, the residential contract and/or any of the accompanying forms to this contract.
12. You must vacate your accommodation by 12 noon on the completion date given in your residential contract. You will be charged a fee to be determined by UCB if the keys are not returned at this time, unless there is a prior agreement with the Accommodation Officer. Any such fee chargeable to you by UCB under this clause does not in any way permit you to remain in the accommodation/or site beyond the accommodation period.
13. No resident will be issued with keys to the accommodation and consequently will have no right to occupy any of the accommodation and/or site without first producing or returning a signed residential contract including financial guarantor signature and payment schedule form along with the £100 security deposit.
14. It is your responsibility to ensure that you do not lock yourself out of your study bedroom. It is not the responsibility of the Hall Manager or security staff to let you back into the accommodation outside of duty hours. Charges may be made for non-emergency 'out of hours' call-outs.
15. If you leave your accommodation in a condition where in the Hall Manager's opinion it requires additional cleaning, you will be charged for the cost of such cleaning and deductions may also be made from your £100 security deposit.
16. Refunds of any accommodation fees are not granted for periods of absence or illness, or for residents who choose to go home regularly at weekends. Refunds of accommodation fees will not be given in cases of eviction.
17. UCB reserves the right at any time to contact and discuss the payment/non-payment of any accommodation fees with your financial guarantor as set out in the financial guarantee.
18. **No one other than yourself may occupy, reside, sleep and/or live in your study bedroom and/or the wider accommodation. Subletting or sharing or the loaning of the accommodation to a third party is not allowed under any circumstances. Should this occur the resident may be subject to disciplinary action as detailed in the General Student Regulations. The sharing of a single study bedroom is allowed only when an overnight guest is given prior written**



permission (maximum of two nights only) from the Hall Manager. UCB does not have any liability for guests. Guests must adhere to the rules and regulations that the residents abide by.

19. The Halls are maintained to a high standard and at times residents may experience some inconvenience from remedial work. UCB will endeavour to minimise this inconvenience caused from noise/disturbance.
20. UCB will reserve the right to recover any cost from the resident linked to damage (intentional or un-intentional) and/or fines received from third parties.
21. You cannot use this contract as a means of reserving UCB accommodation whilst you look for private sector accommodation. By returning the contract you are securing the accommodation and must refer to **Section 1** if you wish to terminate your contract. For the avoidance of doubt, no refunds of the security deposit will be made, and the collection of rents due will continue.

Section C - Fees and Charges

1. UCB reserves the right to withhold any monies owed to a resident (including the security deposit) to cover any monies due to UCB including, but not limited to: unpaid accommodation fees, damage costs or administration charges in respect of any damage to the accommodation and/or the site caused by an individual or by a group who may be collectively responsible.
2. Residents must pay the accommodation fees in accordance with the accommodation payment schedule form. In the event that accommodation fees are not paid by 4.00pm on the dates due, as indicated on the accommodation payment schedule form, unless a revised payment schedule has been agreed, you will be liable for an administration fee of £50.00. Any arrears that are not cleared will be dealt with in accordance with the provisions outlined in **Section 1 Clause 3** of this contract and the conditions as set out in the General Student Regulations. UCB reserves the right to contact the resident's financial guarantor.
3. The improper use of fire extinguishers or tampering with fire safety devices located in the accommodation and the site will lead to fines being levied on your account and formal disciplinary procedures (as set out in the General Student Regulations) being initiated.
4. Accommodation that is adjudged by UCB to be particularly unclean will be subject to professional cleaning and the cost will be passed on to the resident or residents responsible. The cleanliness of the communal areas is the responsibility of all residents residing within the flat.
5. UCB reserves the right to withhold all or part of the security deposit to cover unpaid accommodation fees, fines, damage costs, cleaning costs or administration charges which relate to you as an individual or (proportionately) as a group which may be collectively responsible.
6. UCB shall be entitled to use your security deposit to cover the accommodation fees for the period that the room allocated to you remains un-let. For the avoidance of doubt you will continue to be liable to pay all other accommodation fees as set out in the contract until the room is re-let.
7. Refunds of the security deposit and overpayments will be paid directly into your chosen bank account after the completion of the accommodation period and the return of keys to the Hall Manager. If there are no deductions to be made from the £100 Security Deposit, refunds can take up to 28 days from the end date of the contract. However if there are deductions from the security deposit no refunds will be made until all costs have been assessed for all work carried out by contractors and so refunds may take longer than stated.
8. Continuing students may carry the full £100 security deposit forward to subsequent year's accommodation.
9. If your security deposit is subject to deductions you may have to make an additional payment to bring the value of the deposit back up to £100.
10. To avoid any dispute over charges levied for damages, any faults and repairs must be recorded on the inventory and submitted to the Hall Manager within 72 hours upon collecting the keys.

Section D - Your Responsibilities

Fire and Life Safety Systems

SHOULD YOU TAMPER WITH THESE IN ANY WAY, INCLUDING THE COVERING UP OF SMOKE DETECTORS IN ANY ROOM (INCLUDING YOUR OWN) YOU WILL MOST LIKELY BE EVICTED FROM THE HALLS OF RESIDENCE BUT STILL BE REQUIRED TO PAY YOUR FEES IN FULL. THE UNIVERSITY WILL NOT TOLERATE INTERFERENCE WITH FIRE SYSTEMS INSTALLED FOR THE SAFETY OF ALL RESIDENTS AND STAFF.

1. Cleaning of your study bedroom, as well as the kitchens and communal areas is your responsibility. Please ensure all kitchen and communal areas are kept clean and tidy (to avoid confusion, it is suggested that a weekly cleaning rota is drawn up). Kitchen inspections are held on a regular basis and if your kitchen is found to be in an unsatisfactory condition at UCB's discretion then contract cleaners will be employed and the cost divided between residents. Constant failure to maintain standards of cleanliness may result in formal disciplinary action being initiated.
2. The kitchen area is communal and therefore the responsibility of all residents residing within the flat. Any damage or cleaning charge that occurs will be issued to all residents, unless the guilty party is identified or admits liability.
3. Repairs/defects needing attention should be reported to the Hall Manager as quickly as possible. Please do not authorise, hire or employ any external contractors to do repairs or you will have to pay the bill. Any problems with your accommodation or contractors appointed by us should be reported immediately to the duty Hall Manager using the appropriate maintenance/repair form.
4. Staff members within the accommodation and contractors are entitled to a safe working environment. Communal areas and study bedrooms should remain reasonably safe working environments for employees or contractors to carry out associated duties such as maintenance, kitchen inspections etc. For the avoidance of doubt, dangers such as cables and other trip hazards should be stowed away and the area made safe and there should be no clutter.
5. Pictures and posters at the accommodation are only permitted on the notice boards provided. Do not drill holes into the walls of the accommodation to erect shelving etc. Dartboards are also not permitted. A full repaint will be undertaken as a result of any damage associated with posters, blue tac, sellotape or the like.
6. Rubbish and kitchen waste is to be put into sealed bags and then placed in the external containers provided by UCB for refuse disposal. This must be done on a regular basis, at least every second day. Bin liners are provided, free of charge, and are available from the site's reception office. Facilities are also available on site for the collection of paper, glass and cans for recycling and you should use these wherever appropriate. Non-removal of waste/recycling will result in a failed kitchen inspection.
7. Residents are encouraged to recycle and therefore reduce the carbon footprint of the residences. There are recycling bin for cans, glass, paper and plastic. It is the resident's responsibility to use these facilities appropriately. Recycling bins/bags are provided within the flats to assist the students.

8. Ventilation grills should not be covered or blocked as this could result in dampness caused by condensation.
9. Keys if lost should be reported immediately to the Accommodation Officer. A charge of £20.00 will be made for each key/fob replaced. Should it be necessary for other works to be carried out, such as the replacement of locks, UCB reserves the right to make further charges payable by you.
10. Do not lend your keys to your accommodation to anyone. UCB views this as a serious breach of safety and security provisions. No one, other than residents of the Halls of Residence (and pre-agreed visitors), should have access to the accommodation/site since this would pose a threat both to other residents and their belongings. **Abuse of this requirement could result in you being removed from the halls of residence but still remain liable for all fees.** Upon vacating your accommodation you must ensure that your keys are returned to the duty Hall Manager (during office hours). UCB accepts no liability for the condition of the accommodation/personal possessions when rooms have been left unlocked or the keys left with friends. You must lock your study bedroom when going out and always carry your key with you – **UCB cannot guarantee access to your Accommodation should you lose it.**
11. You must not alter the structure and fabric of the accommodation including, for the avoidance of any doubt, the construction of the accommodation and all and any external fixtures or fittings, locks, alarms, electrics and any windows. This prohibition extends to erecting any aerials or satellite dishes at the accommodation and road signs, traffic cones, shopping trolleys or the like are also prohibited on the site.
12. Pets, with the exception of Assistance Dogs (as defined under legislation), are not allowed and must not be kept in the accommodation/site.
13. Your study bedroom is for your sole use during the accommodation period. You cannot take lodgers, assign or share your study bedroom to anyone else, or allow other persons to live there. You are responsible for the care of the accommodation allocated to you, including furniture and fittings, and you will be charged for loss or damage whether accidental or not. Your accommodation is not transferable or available to you if you cease to be a student at UCB. Residents who do allow their study bedrooms to be used by others in this manner will face disciplinary action as detailed in the General Student Regulations.
14. **Visitors are permitted until 11.00pm, although UCB reserves the right to refuse entry to any person who is not a resident. Whether they are another resident or friends from outside UCB they are your visitor and you are responsible for their behaviour and any damages they may cause. You will be held responsible for the actions of your friends or visitors anywhere on the site. Consequently you are strongly urged not to invite people back to your room from local pubs, nightclubs etc, as access will be denied.**
15. **Overnight guests are permitted for a maximum of two nights and only with the relevant guest pass. A strictly monitored pre-application system operates, details of which are available on request from the Hall Manager. Residents who do not follow this procedure will face disciplinary action. Overnight guests must be chaperoned whilst on site, no guest will be let in or allowed to stay in the Halls of Residence without the guest pass and the resident with whom they reside whilst visiting. Guests under the age of 18 are not permitted overnight**



unless requested in writing to the Accommodation Officer. There is no car parking for guests at either of the residential sites.

16. There is no car parking at the Cambrian Hall site. If you reside at the Maltings and wish to keep your car on site, you must provide the following;

Your driving licence (card and/or paper copy)
Proof of ownership or a letter from the person who owns the vehicle giving you permission to use it.
Current insurance documentation
£200 per car or £50 per motorbike (per semester)

17. Car parking is offered on a semester basis. It is the resident's responsibility to notify the Accommodation Officer if they only require this facility for a single semester. Please remember residents park their vehicles on site at their own risk. UCB takes no responsibility for any damage caused to any vehicle whilst at the Maltings.
18. Electricity charges are included in the accommodation fee you pay. If you interfere with the controls or consume excessive amounts of electricity you will be surcharged. Lights and other appliances should be switched off when not required.
19. Electrical appliances of your own may be used in your study bedroom provided they are fitted with a properly fused plug. You may use a radio, TV, video / DVD player, stereo system and/or personal computer. Other electrical items, such as personal electrical heaters, irons or multi-adapters, are not permitted in your study bedroom. These will be confiscated without notice as they present a risk. Furthermore personal heaters used throughout the site can cause the heating and electrical systems to become inefficient. **The electric socket outlets are 3 Amp and become a serious fire risk if you overload or if the plug is not correctly inserted.** Please note, you are responsible for the safety of these appliances and you must ensure that your appliances comply with British Safety Regulations. To meet health and safety regulations residents are required to allow access to electrical equipment so they may be effectively tested. UCB reserves the right, upon request, to inspect electrical appliances to ensure they meet with the recognised standards. UCB reserves the right to remove any appliances it deems unsafe. You may collect the appliance at a later date for removal from the site.

Complimentary Insurance - Insurance

20. UCB Halls of Residence fee is inclusive of contents insurance with Endsleigh Insurance. Correspondence will be between you and Endsleigh Insurance and will not be administered by the University. The agreement is subject to Endsleigh's Terms and Conditions of Insurance and is made between you the tenant and Endsleigh Insurance. Should you need to make a claim or have any queries regarding the policy, you will need to contact Endsleigh directly via the details provided on your 'Certificate of Insurance'. You will receive your certificate once you have completed your online induction and secured your tenancy. An example certificate can be viewed online via www.ucb.ac.uk or see **Appendix 1**. Please be advised UCB must 'pass on' your contact details to Endsleigh for your Contents Insurance to be available with your Tenancy. This will only be with your agreement (via return of the Residential Agreement). UCB will not pass on your information to other external third party without your expressed permission.

21. You must not hang anything out of your window or place anything on internal or external window ledges. Each window on the ground floor is fitted with a window restraint for your personal safety and should not, under any circumstances, be tampered with.
22. You must not hang wet clothing from the curtain rails as this causes damage and has, on occasions, pulled down rails from the walls completely. Dryers have been installed in the laundry room for your convenience; there is no excuse not to use them.
23. Furniture and fittings, including ceiling and floor tiles, may not be removed from, nor moved within, the accommodation. Beds and desks must not be rearranged as this causes structural damage resulting in the loss of your deposit. Hooks must not be stuck on the walls or doors of your study bedroom as they cause marks and staining.

Illegal Substances

24. **The University takes the health and safety of all its students extremely seriously. The use of illegal substances is strictly forbidden. UCB takes the finding of drugs being used or sold within the Halls of Residence extremely seriously. Any Resident found to be using, or possessing, illegal substances, as defined by law, will face serious disciplinary action as set out in the General Student Regulations. Your room is your responsibility. You are accountable for any activity within your room in respect of the use of illegal substances. Should you also be involved in any way, or are present where drugs are identified, you are likely to be found 'guilty by association' so should avoid any involvement. This may lead to your eviction from the halls and/or expulsion from UCB. In addition UCB may also contact the Police. The use of drugs can, apart from being illegal and damaging to your health, put the health, safety and welfare of other students and staff at risk as people are not thinking with a clear mind or are in full control of their senses. Drug use may cost you your education; you could be expelled but still have to pay your course fees and full year accommodation fees. It could also hamper future employment chances should you get expelled or have a criminal record for drug use.**
25. Any equipment that UCB deem to be linked with drug use, such as shisha pipes, whether they are ornamental or not, will be confiscated and disciplinary action taken.
26. Dangerous substances and apparatus may not be brought onto the site or kept in your accommodation. This includes firearms, airguns, corrosive chemicals, petrol or similar inflammable liquids, and camping gas cylinders.

Smoking Policy (including e-cigarettes and vaping)

27. **Smoking, e-cigarettes and vaping are not permitted within any building at the Halls of Residence. Any resident found to be will face serious disciplinary action as set out in the General Student Regulations.**
28. Cooking is not permitted in your study bedroom; this includes the use of electric kettles, rice cookers, microwaves etc. When cooking in the kitchen, please use the fans provided on the cookers, have a window open and keep the kitchen door closed. The smoke alarms in the flats are sensitive and easily activated by smoke in the corridor; this will result in the Fire Brigade being summoned. False alarms, particularly at night, will result in heavy fines if the above rules are not followed and any charges UCB may incur will be passed on to you.

29. You are not permitted to brew beer or make wine on the site, nor may you have large drinks containers such as beer barrels in the accommodation.
30. You are not allowed to play ball games, use frisbees, skateboards and scooters anywhere on the site as this disturbs other residents and causes damage to the landscaped gardens.
- 31. Behaviour – you must be considerate to fellow residents. Everyone will expect an atmosphere suitable for study and you will make your contribution to this by avoiding the slamming of doors and by keeping them closed. ALL sound, including that from TVs, computers and sound systems must be kept at a low level (suitable only for personal use) at ALL times with special consideration between the hours of 11pm and 9am. This is especially important as noise is easily transmitted along corridors and between floors.**
32. Neighbours, both on and off site, must be respected at all times. Please be aware that open windows, especially late at night will cause noise to travel and disturb your fellow neighbours. The surrounding buildings are private dwellings and it is possible for them to take legal action if the noise reaches an unacceptable level. It is a disciplinary offence to cause excessive or unnecessary noise on the site or surrounding area.
- 33. UCB takes a serious view on drunken and anti-social behaviour and will not hesitate to discipline anyone, which might mean eviction, should it become necessary. Any resident evicted due to anti-social behaviour is required to pay all accommodation fees until the end of their contract. Such residents are also banned from the site as stated under Section I of the contract.**
34. Any obscene material likely to offend other residents, visitors or staff may not be displayed anywhere within the accommodation and the site. All residents and their guests are bound by UCB's policy regarding Internet access and use (a copy of which is available to view in the IT Support Unit and online). It is strictly forbidden to view or download materials of a pornographic and / or obscene nature.
- 35. Residents are expected to act in a reasonable manner in which case compliance with the terms and conditions should cause no difficulty. If, however, there are serious violations or unreasonable behaviour such as theft or breaches of Health and Safety Legislation, offenders will be subject to disciplinary action as stipulated within UCB General Student Regulations issued at enrolment annually, accessible through the Student Portal and also available for viewing on notice boards throughout UCB. Initiation of disciplinary action can lead to eviction from the Halls.**
36. Prior to vacating the halls of residence at the end of your tenancy period, you must ensure that you redirect all mail to an alternate address. UCB takes no responsibility for items delivered to the halls following the completion of your tenancy and will immediately return all post to the original sender unless a prior arrangement has been made.



Safeguarding

37. It is the Resident's responsibility to inform the University, under UCB's Safeguarding and PREVENT policy to report;

If you are victim of abuse

If you see something you think could be abuse of a child or vulnerable person

If you suspect that abuse of a child or vulnerable person has occurred or may do

If you see something you think could be viewed as radicalisation or extremism

If you suspect that a person is being radicalised or promoting extremist or violent views

Contact Joseph Young, University Secretary on 0121 243 4162

38. You have signed a legally binding residential contract and have agreed to abide fully by this contract, which includes staying and paying for the full accommodation period. You are expected to act responsibly, lawfully and with consideration of your fellow residents at all times.

Section E – UCB’s Responsibilities

1. To provide you with a reasonable standard of accommodation.
2. To ensure (as far as reasonably practicable) that on-site facilities such as the laundry facility are in proper working order.
3. Any reported repairs to the accommodation/site should be carried out promptly and in an efficient manner.
4. When UCB employees or an external company completes a repair and entry was required into your room, the duplicate copy of the maintenance request that you completed will be signed by the contractor and left in your room to confirm that the repair has been completed. If you are not present, the team will leave a maintenance slip detailing the date and time of entry and whether the repair was completed in your absence.
5. UCB will carry out regular kitchen inspections. Room inspections will be carried out as and when UCB may deem appropriate, especially in cases where it is suspected that an infringement of the rules has taken place.
6. UCB shall not incur any liability (including any damages) and you shall have no right to terminate this contract for any failure or default or interruption in the provision of services or facilities under this contract, or for any loss arising from such failure, default or interruption where the failure or interruption is beyond the reasonable control of UCB (including but not limited to unforeseen closure of all or any part of UCB, terrorism, acts of God, war, civil commotion, national emergency, industrial action).
7. UCB cannot accept responsibility and excludes liability for any loss, damage or theft incurred by the resident other than as a result of any breach by UCB of its contract with the resident to provide accommodation, or any other act or omission of UCB or its employees or agents. For the avoidance of doubt UCB does not exclude its liability for any fraudulent misrepresentation or any death or personal injury caused by UCB’s negligence.
8. UCB will act on any reported safeguarding incident in a timely, effective, confidential and appropriate manner.

Section F - Safety and Security

1. UCB works closely with the West Midlands Fire Service. Both organisations view the misuse of fire equipment or intentional activations extremely seriously.

Fire Precautions

2. You are required to observe the following:
3. Each room is fitted with a smoke detection system. If this system activates the alarm you must evacuate the building immediately and not re-enter until either a Hall Manager or the Fire Service tells you it is safe to do so. Ignoring a fire alarm is both dangerous and irresponsible and is considered by UCB to be a serious disciplinary offence.
4. You should familiarise yourself with evacuation procedures displayed in each kitchen and ensure that you are familiar with the location of fire exits and extinguishers, especially near your room.
5. All the doors at the Halls of Residence are fire doors as directed by British Standards, and hence they should be kept closed at all times. If there is a fire, these doors would inhibit the fire's progress and reduce the amount of smoke travelling through the building, giving the residents more time to escape. If these doors are propped open they become ineffective in an emergency and will put residents in greater danger. Any resident and/or flat that render any fire door ineffective by propping it open will face formal disciplinary action as set out in the General Student Regulations.
6. It is a criminal offence to misuse or render ineffective any fire precaution devices, e.g. extinguishers, self-closing doors, smoke detectors or alarm bells. In the event of a fire it would be a serious hazard if any doors could not be opened or if vehicles were parked where they might obstruct emergency services. Residents found tampering with alarm systems, extinguishers or other such devices will be subject to a £200 fine, the full cost of damage and will face formal disciplinary action up to and including eviction. The Fire Brigade, with the support of UCB, may prosecute anyone responsible for a malicious call-out. Any charges incurred by UCB will be passed on to the residents concerned.
7. Fire-fighting equipment is provided for your safety. It should only be used in an emergency, but never when a fire puts you at personal risk.
8. Use of fire-fighting equipment invariably means the release of considerable amounts of water or foam, both of which can result in damage to the fabric of the buildings. A person who does this maliciously will pay for the damage, but if he or she is not caught then the cost of any such damage will be borne, in the first instance, equally between all residents of the particular flat or block in question.
9. Fire risks must be avoided at all times. Inflammable substances such as petrol must not be stored in your accommodation. Incense sticks, incense burners, oil and gas lamps and naked flames such as candles are a safety hazard and as such are not permitted. Frying food should not be left unattended and smokers must ***exercise caution particularly before going to bed***. Chip pans are strictly prohibited.

10. The fire detection system installed is the most modern and up to date available, meeting all the current British Standards, and has been installed for your safety. The technology of the system enables it to detect sudden rises in either temperature or concentrated acrid substances such as smoke, aerosols, fire-fighting equipment etc., and will tell us where there is a problem by detector (room location). It also has the ability to learn about the environment in which it is installed, and for the avoidance of any doubt, to cover or remove the fire sensor will activate the alarm.

Safety

11. You have both a moral and legal obligation to your fellow residents to do nothing that puts them at risk or jeopardises their safety.
12. You must inform the Accommodation Officer and Hall Manager of any standing medical condition that may be a personal hazard (e.g. epilepsy) or a hazard to others. This information will be regarded as confidential.
13. Individual use of communal facilities for the preparation of food should include a high standard of hygiene e.g. the immediate cleaning of dishes and pans and cleaning of communal areas.
14. Persons organising social and sporting activities should bear in mind when making their arrangements that any risk of damage, fire, the need for first aid, and the behaviour of guests is their responsibility.
15. Corridor areas must be kept absolutely clear at all times. Items such as telephones, clothes, shoes, rubbish bags etc are highly obstructive. Any obstruction in an area used for evacuation is a violation of basic Health and Safety Regulations and may seriously affect your chances of escape in an emergency. If these items are not removed/disposed of all residents who are responsible for the communal area will be subject to the full cost of removal and/or cleaning of the area.

Security

16. **External doors to the accommodation are fitted with security locks. Please treat the external doors like the doors to your own home and close them behind you when entering and leaving the building. Do not leave keys in doors or kitchens. Ensure that all gates and doors are kept closed when not in use.**
17. You should always close and lock your doors and windows at all times when leaving your accommodation, even if it is for a short time. Valuables such as mobile phones, cash and credit cards should be carefully safeguarded. Be on your guard against theft at all times.
18. You are urged to label your valuables and ensure that you are aware of your insurance policy.
19. If you see strangers in your block always ask them who they are and why they are there. Do not admit individuals to the site, blocks or flats unless they are your guests. Please ensure that you inform Security Staff if individuals who are not residents try to get access to the Halls of Residence.

Section G – Damages

1. In managing the residential estate it is expected that a degree of normal wear and tear to the fabric of the facilities will occur. However should a Resident and/or their guests cause damage, UCB will recover the full cost attributed to rectifying the condition. In some cases this may involve the costs associated with staff time. UCB does not profit from the charges made, but merely seeks to recover costs incurred.
2. While damages will be on an individual basis, set out below are some of the standard charges levied:

<i>Lost Keys</i>	<i>£20.00 (per key/fob)</i>
<i>Kitchen Clean</i>	<i>£15.00 (per person, variable fee)</i>
<i>Repaint of Room</i>	<i>£65.00 (each repaint)</i>
<i>Bedroom Clean</i>	<i>£35.00 (per room)</i>
<i>Rubbish removal (Bedroom)</i>	<i>£10.00 (per bag)</i>

Please note that the charges above may be modified throughout the academic year.

3. Any charges made can be appealed in writing to the Accommodation Officer within 14 days of receiving notification of the charge.

Section H – How to sort out problems

1. The Accommodation Team aim to offer a responsive and effective service by delivering high quality facilities to the residents. Where a complaint arises, we will provide a swift, fair and thorough response to your concerns.
2. In the first instance concerns should be directed to the staff on site at Cambrian or the Maltings.
3. If you are still having difficulty or are not happy with the progress being made, you are entitled to raise your concerns, in writing, with the Accommodation Officer. Within five working days of your written concern being received the Accommodation Officer will confirm receipt. Depending on the complexity of the issue, the Accommodation Officer will write to inform you of the outcome of the investigation and to let you know what action has or will be taken.
4. Should you wish to appeal the outcome of your complaint or if you still remain dissatisfied, you should write to the Head of Student Services who will conduct a separate review.
5. At any stage following raising your concern, you are able to contact the Guild of Students for guidance, support and advocacy. The Guild of Students will review your concern independently and remain impartial.
6. If the issue has still not been resolved to your satisfaction, refer to UCB's Student Charter (Grievance Procedure) which can be found on the UCB website and Student Portal.

Section I – Request to Vacate

1. Any request to vacate the Halls of Residence must be made in writing using the online application form.
2. An acknowledgement of the request to leave will be issued confirming the receipt of the request and informing you of the procedure in order to terminate the contract. Please refer to **Section B.**
3. If any sum of money due from the resident to UCB relating to the provision of accommodation remains unpaid, then formal procedures as set out in the General Student Regulations will be initiated. This may lead to you being required to vacate the Halls. In such cases the resident will still be liable to pay rent due until the date the room is re-let to someone approved by UCB or to the end of the contracted period.
4. If the resident is in material or persistent breach of the conditions set out in the halls of residence contract then UCB is entitled, through the procedures set out in the General Student Regulations, to evict the resident from the halls accommodation. Should UCB take this action the resident will be liable to pay for any reasonable administrative costs and loss of rental income to UCB. UCB's rights under this condition are in addition to its rights set out under **Section C.**
5. **If a student defers, withdraws or is withdrawn from their programme of study and is a resident in the halls they will be required to vacate their accommodation. In such cases the resident will still be liable to pay rent due until the date the room is re-let to someone approved by UCB or to the end of the contracted period.**

Section J - Appeals Procedure

1. UCB has a formal appeals procedure detailed in the General Student Regulations (*Issue 23, May 2019*).

Section K – Amendments to the Site Regulations

1. UCB reserves the absolute right to amend and review all and any of its rules and regulations from time to time – making residents aware of these changes.

Section L – Universities UK Student Accommodation Codes of Practice

Where you live is a big part of being at university or college, which is why University College Birmingham is one of a number of universities and further education colleges that is signed up to The Student Accommodation Code.

The Code protects our students' rights to safe, good quality accommodation, to make sure our students get the best out of their time living in our residences. It outlines everything students can expect from our accommodation as well as their responsibilities as tenants.

The Code has already raised standards of accommodation at University College Birmingham and underpins our ongoing dedication to our students. We are fully committed to providing a safe, comfortable living environment which will help support our students in leading a successful and enjoyable student life.

For further information regarding the UUK Student Accommodation Code follow the link below.
<http://www.thesac.org.uk/>



Appendix 1 – Example Certificate of Insurance

Certificate of Insurance

UNIVERSITY OF LIFE
POLICY NUMBER HH0001
1st September 2014 to 31st August 2015

You must, at all times, take steps to prevent accidents, loss and damage.



Key Benefits - What's covered?

Your items are covered inside your room against fire, flood and theft up to the following amounts:

Core Room Cover	Limit	Other Benefits	Limit
Total Student Room Contents Cover	£5,000	Theft of student's contents whilst in direct transit between University/College and their permanent home at the beginning or end of term	£500 per bag
Disabled Students Room Contents Cover	£6,000	Theft from Halls of Residence communal area following forcible and violent entry	£1,000
Single Article Limit (unless outlined separately)	£1,250	Theft from Halls of Residence communal area without forcible and violent entry	£250
Computer Equipment (eg. Desktops, Laptops, Tablets)	£2,000	Loss or damage to the student's personal belongings from the Halls of Residence communal area	£500
Computer Accessories	£150	Theft from any other property outside policy terms (following forcible and violent entry)	£500
Mobile Phone (forced entry only)	£500	Clothing damage by faulty laundry equipment	£300
Audio equipment, DVD & video players, computer consoles, hard drives and other data carrying media	£1,000	Food spoilage (loss of food from fridge/freezers)	£75
Computer games, CDs, DVDs, videos & records	£600	Replacement locks and keys (following damage resulting from burglary)	£350
Photographic Equipment	£1,000	Personal Accident Cover	£5,000
Sports Equipment	£1,000	Permanent Total Disablement as a result of an accident	Up to £50,000
Musical Instruments	£600	Accidental death or permanent total disablement of parent or guardian	£5,000
Clothing (single article limit)	£350	Liabilities	
Valuables including jewellery & watches	£600	Tenants Liability Cover	£5,000
Personal Money (forced entry only)	£50	Damage to Public Service Equipment (water, electricity, gas meters)	£150
Credit/Debit Card fraud (forced entry only)	£500	Personal Liability	£1m
University Property on Loan	£500		
Library books	£250		
Rented Household Goods	£1,250		
Contact Lenses	£150		

Key Exclusions - What's not covered

- Accidental Damage
- Laptops and other Gadgets such as Tablets outside the room
- Mobile Phones outside the room
- Bicycles
- Musical Instruments outside the room
- Any other items taken outside the room

Excesses

(the first amount you will have to pay for each and every claim):

Room Contents	£25
Laptops and Tablets	£50
Money and Credit cards	£25
Frozen Food	£10
Liabilities and Personal Accident Benefits	£25

Call free: **0330 3030 280**

To view your full policy details and extend cover

Visit: endsleigh.co.uk/reviewcover

How to make a claim:

Visit: endsleigh.co.uk/claim-centre to register your claim online.

Call: **0844 472 2507**

Endsleigh Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. This can be checked on the FCA Register by visiting its website at www.fca.gov.uk/register
 Endsleigh Insurance Services Limited, Company No: 856706 registered in England at Shurdington Road, Cheltenham Spa, Gloucestershire GL51 4UE. This insurance policy is arranged by Endsleigh Insurance Services Ltd with Zurich Insurance Group registered in England No 354568. Zurich Holdings (UK) Ltd owns 100% of Endsleigh's share capital.

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06/14