
Accommodation Code of Conduct

Date: 01 February 24



Policy cover sheet



Name of policy:	Accommodation Code of Conduct
Purpose of policy:	To define the expected conduct of residents living in University-managed student accommodation and the potential sanctions if a resident is found to have breached the Code
Intended recipients:	All that have either accepted an accommodation offer and/or collected keys to Staffordshire University managed accommodation
Approval for this policy given by:	Christina Matthews and Mark Downie
Date of approval:	01/02/2024
Proposed review date:	01/02/2025
Responsible for review:	Head of Residential Services and Accommodation Officer
Name of person completing this coversheet	Deborah Healy
Classification category of this policy:	Accommodation Conduct

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/>