



# RESIDENTIAL SERVICES

# RESIDENCE REGULATIONS

Applicable to  
University Allocated Residences

**2025/2026**

*(Includes supporting policies and procedures)*

These **Residence Regulations** are an integral part of your Accommodation Agreement. By accepting the terms of your **Occupational Contract**, you agree to adhere to the terms, conditions, and guidelines outlined in this document.

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## INTRODUCTION

### WELCOME TO SWANSEA UNIVERSITY RESIDENCES

We are delighted to have you join our vibrant community. The Residential Services (RS) Team is here to ensure your time with us is enjoyable, comfortable, and fully supported.

Together, we can create a positive and welcoming environment where everyone feels at home. Below, you will find our mission statement, regulations, values, and some helpful guidance to help you settle in and make the most of your stay with us.

This document forms part of the supplementary terms issued under the Renting Homes (Wales) Act 2016, and we operate under the UUK & ANUK Code of Practice.

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### IMPORTANT INFORMATION BEFORE YOU ARRIVE

#### 1. Read Before You Sign

Before accepting your offer of accommodation and making your pre-payment, it is essential to read both the **Regulations and Conditions of Occupancy** (Occupational Contract) carefully.

- If you're unsure about any part, please contact the Accommodation Office for assistance at [accommodation@swansea.ac.uk](mailto:accommodation@swansea.ac.uk)

#### 2. Residence Regulations

To ensure our residences operate smoothly, the following key principles apply:

- **Safety and Well-Being:** Respect your safety and the safety of others in your community.
- **Respect for Individuality:** Respect the diversity of lifestyles and needs among residents.
- **Independent Living:** University accommodation is designed for independent living. You will be responsible for daily tasks such as cooking, cleaning, budgeting, and managing your time.
- **Access to Support:** Students facing challenges can seek specialist advice and support through [Student Support Services](#).

#### 3. Governing Legislation and Policies

- The regulations comply with the Renting Homes (Wales) Act, the UUK/ANUK Accommodation Code of Practice, and UK housing legislation.

#### 4. Communication

- All correspondence regarding your accommodation will be sent to your **student email address**. It is your responsibility to check it regularly to stay informed.

#### 5. University Regulations

- As a resident, you must also follow the [University's General Regulations](#) and [Student Charter](#), available in the [Academic Handbook](#).

If you have any questions or require clarification, please do not hesitate to contact the RS Team at [accommodation@swansea.ac.uk](mailto:accommodation@swansea.ac.uk).

We hope your stay will be safe, enjoyable, and memorable.

Warm regards,

**Sarah Morgan**

Head of Residential Services

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## 1. GENERAL TERMS

### OCCUPATIONAL CONTRACT

The Occupational Contract includes the following key details:

- **Your Name:** Identifies the agreement holder.
- **Room Number:** Specifies the allocated room.
- **Start Date:** The date your Licence Agreement begins.
- **End Date:** The date your Licence Agreement concludes.
- **Terms and Conditions:** Outlines the rules and responsibilities for both you and the university.
- **Definitions and Interpretations:** Provides explanations of terminology used in the contract to ensure clarity and understanding.

Living in the accommodation requires being part of a community. Every student must take responsibility for their actions and report behaviours that may negatively affect others.

Residential Services acts as an agent on behalf of the accommodation providers, managing the allocation and administration of university residences in accordance with the terms of the **Occupational Contract**, as governed by the **Renting Homes (Wales) Act 2016 (RHW Act)**.

#### **Important Note:**

The terms of your Occupational Contract are separate and distinct from your academic studies. For any changes to your contract, you must contact Residential Services (RS).

1. You must complete RS's online induction as part of your accommodation acceptance process. This induction provides essential health and safety information with which you must comply.
2. If you live in family accommodation, you are responsible for all other members living with you.
3. If you cease to be enrolled at the university, notify RS by completing a [Release from Accommodation Request](#).

### EARLY TERMINATION OF OCCUPATIONAL CONTRACT

Your Occupational Contract is a **fixed-term agreement** and can only be ended early under specific circumstances:

**Eligibility for Release** – You may request to be released from your contract if you meet any of the following conditions (in accordance with the RHW Act):

1. **Non-enrolment, deferral, withdrawal, or suspension:** If you do not enrol, defer, withdraw, or suspend your studies, you may be eligible for release from your Occupational Contract (formal confirmation required from **Academic Registry**)
2. **Notice Period** – If your request is approved due to the above you must complete the [Accommodation Release Request Form](#). You will remain financially liable for six weeks from the date of submission, in line with the RHW Act's provision for reasonable notice periods.
3. **Financial Responsibility:** You will continue to be responsible for accommodation fees until an official release is granted. Under the RHW Act, tenants remain liable for rent until the contract is legally terminated.

4. **Vacating Accommodation Without Proper Process:** Vacating your accommodation without following the official termination process does not constitute lawful termination of your Occupational Contract. To end the contract legally, you must submit a formal request to Residential Services, meet the eligibility criteria under the Renting Homes (Wales) Act 2016, and receive written confirmation of release. Until confirmation is provided, you remain financially liable for all associated accommodation fees.
5. **Final Confirmation:** Residential Services will issue a **Tenancy Release Notice** once all conditions have been met. You must respond to this notice to confirm your release in compliance with the RHW Act.

## MOVING ROOMS

We understand that not all students will get along or feel comfortable in their assigned accommodation. If you wish to move to a different room, you can request a **room transfer** through completing [the form here](#).

1. **Requests & Availability** – Room moves are subject to availability and approval.
2. **An in-house Transfer Fee** – A **£50 administration fee** applies to all approved room moves.
3. **Process** – You will need to complete a request form outlining your reasons for moving. If a suitable room is available, Residential Services will guide you through the next steps.
4. **Rent Adjustments** – Any difference in rent will need to be covered if moving to a higher-priced room.

## 2. [LIVING IN UNIVERSITY ACCOMMODATION](#)

### DO'S AND DON'TS OF LIVING IN UNIVERSITY ACCOMMODATION

To ensure a safe, comfortable, and enjoyable experience in university accommodation, please follow these essential guidelines.

#### ✔ DO'S: WHAT YOU NEED TO DO

1. **Complete** your induction prior to arrival.
2. **Inform** us of any additional requirements prior to arrival.
3. **Download** the [SafeZone App](#) for 24-hour assistance.
4. **Register** with a [General Practitioner](#) within two weeks of arrival.
5. **Occupy** your accommodation only during the contract period.
6. **Disclose** any unspent criminal convictions relevant to your application.
7. **Pay** all accommodation fees by the specified deadlines.
8. **Adhere** to all Residence Regulations and your Occupational Contract.

#### ✘ DON'TS: WHAT TO AVOID

1. **Do not bring candles or incense burners.** These items pose significant fire hazards and are strictly prohibited in all residential accommodation.
2. **Do not bring** electrical equipment unless it is brand new or has been [PAT tested](#).
3. **Do not bring** prohibited items such as illegal drugs, weapons/imitation guns, or flammable materials. If in doubt, please contact [accommodation@swansea.ac.uk](mailto:accommodation@swansea.ac.uk) for clarity.
4. **Do not ignore** regulations—non-compliance may result in action under the Residential Disciplinary Procedure or Charges Policy.
5. **Do not bring animals/pets** of any kind into the accommodation. (except for service animals)

## DATA PROTECTION

All personal data, including disability or medical information, is processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This information will be treated confidentially, stored securely, and used solely for the purposes stated above. Students have the right to access, correct, or request the deletion of their personal data as outlined in the [University's Data Protection Policy](#)

## DISABILITIES AND ADDITIONAL REQUIREMENTS

1. **Disabilities and Additional Requirements:** We ask when submitting your online application, to let us know about any disabilities or specific requirements that may affect your accommodation. **If you have not done this**, please email [accommodation@swansea.ac.uk](mailto:accommodation@swansea.ac.uk) If applicable, you may be asked to provide supporting documentation, this information is used solely to arrange necessary adjustments, such as physical changes to the accommodation.
2. **Advance Notice for Adjustments:** To ensure any necessary adjustments are in place before your contract begins, we require specifications from a qualified professional at least **six weeks before room occupancy**. Please be aware that university residences are independent living environments, and personal care must be arranged through external agencies, as staff cannot provide this type of support.
3. **In Case of Emergency (ICE) Forms:** Students with ICE forms issued by the Wellbeing and Disability Service must display them on the inside of their wardrobe door.

## VISITORS/GUESTS

1. Visitors must be acceptable to other residents in shared accommodations.
2. Guests under 18 years old are not permitted to stay in the accommodation.
3. Guests are not allowed to sleep in communal areas.
4. Guests cannot reside in the accommodation if you are not present.
5. You are responsible for your visitors' conduct. Poor behaviour may result in removal of the guest and further action, including their removal by SU Security.
6. Overnight visitors must be registered using the [Overnight Guest Registration Form](#).
7. Residents may have overnight visitors for a maximum of three nights per term. Breaches will result in disciplinary action.
8. **Single-Sex Accommodation:** is provided to support a safe and comfortable living environment. The University is committed to promoting equality and inclusivity in line with the Equality Act 2010. Restrictions on overnight guests will be applied consistently and without discrimination based on gender identity, sexual orientation, or other protected characteristics. Residents should seek prior approval for guests to ensure the comfort and safety of all flatmates.
  - o Residents cannot host overnight guests of a different sex.
  - o Day visitors of a different sex are allowed if all flatmates consent, provided the visit does not disrupt the living environment or violate other policies.

## 24/7 SECURITY SUPPORT

If you have any concerns at any time, you can contact **University Security 24/7**. Swansea University offers a **safe, secure, and welcoming** experience for students.

An integral part of campus life, our **friendly team of security professionals** provides a **24/7 security service** across our campuses. The dedicated team brings a wealth of experience in providing security services to the University and is trained to provide a **first response service, including first aid**. You can contact security directly by calling directly on 01792 604271 or via the [SafeZone App](#)

## REPAIR REPORTING

1. Report any maintenance or repair issues within 24 hours via the [Maintenance & Repairs page](#) or in person at your Residence Reception.
2. Follow up at Reception if the issue remains unresolved.
3. If the matter is still unresolved after following informal channels, consider filing a formal complaint using the [Complaints Procedure](#).

## WASTE DISPOSAL & RECYCLING

Sustainability is key to a healthier, more equitable future and legal compliance. We are committed to reducing our environmental impact and promoting resource conservation within the university community. Proper waste disposal and recycling help maintain a clean, sustainable living environment. Please follow these guidelines for responsible waste management.

### General Waste

- Use the designated waste bins in your accommodation for non-recyclable rubbish.
- Do not leave waste in hallways, communal areas, or outside your flat.
- Ensure waste bags are tied securely before placing them in the external waste bins provided.

### Recycling

Use the correct recycling bins provided in your flat and communal areas. Follow the recycling guidelines set by the local council and university. Typically, you can recycle:

- **Plastics** (bottles, containers – check for recycling symbols).
- **Paper & Cardboard** (newspapers, magazines, cereal boxes).
- **Glass** (bottles, jars – rinse before recycling).
- **Cans & Tins** (drink cans, food tins – rinse before disposal).
- Do not put liquids, packaging, or non-food items in food waste bins.
- Do not dispose of hazardous materials (e.g., batteries, chemicals) in regular waste bins—use designated collection points on campus.

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## 3. [RULES ON BEHAVIOUR AND SAFETY](#)

### INTRODUCTION

In our residential community, it is expected that all individuals—including staff, students, and guests—demonstrate the highest levels of personal responsibility and mutual respect.

### USE OF ACCOMMODATION

To help maintain a safe, healthy, and pleasant living environment for everyone, you are expected to keep your room clean and tidy throughout your stay. This includes:

- Regular cleaning of surfaces, floors, and any appliances provided.
- Residential Services carry out **termly inspections** of all university accommodation to ensure that health, safety, and hygiene standards are being met. You will receive advance notice of any scheduled inspection, and your room should be in a condition that allows staff to carry out their checks effectively.
- Failure to maintain acceptable cleanliness may result in contract cleaners being appointed, with the cost recharged to the resident(s) responsible

To ensure the condition of your accommodation remains in excellent shape for everyone, we kindly ask that you do **NOT** stick, pin, or attach anything to the walls, doors, or other surfaces within your room or communal areas. This includes but is not limited to posters, pictures, strip lighting, or adhesive hooks.

- Any damage caused by this can result in charges for repairs or cleaning. We encourage you to use appropriate methods for displaying items, such as using free-standing frames or other non-damaging solutions.
- We appreciate your cooperation in keeping the accommodation spaces clean, safe, and well-maintained for all students.

## GENERAL SAFETY AND CONDUCT

The University is committed to promoting the dignity of every student and staff member by eliminating all forms of offensive behaviour to establish a working and learning environment, free from harassment and aggression.

## DIGNITY AT WORK AND STUDY

1. **Respect for Others:**  
Violent, offensive, or threatening behaviour is prohibited. Please see [Dignity at Work and Study Policy](#).
2. **Noise Regulations:**
  - Observe quiet hours: Weekdays and Sundays (**11 pm–8 am**), Fridays and Saturdays (midnight–8 am).
  - Regulations are stricter during exam periods.

## FIRE, SAFETY, AND SECURITY

Failure to comply with fire, safety, and security regulations may result in disciplinary action or charges, in accordance with the Regulatory Reform (Fire Safety) Order 2005. This includes but is not limited to, tampering with fire safety equipment, obstructing fire exits, and failing to evacuate during alarms. Students have a legal duty to cooperate with the University in maintaining fire safety standards.

### Fire Safety and Equipment:

1. Tampering with fire equipment (e.g., alarms, fire doors, covering smoke detectors) is prohibited and considered a criminal offence.
2. Do not use or store flammable items (e.g., fireworks, gas canisters) in your accommodation.
3. Familiarise yourself with [fire safety regulations](#) and evacuation procedures.
4. Report used firefighting equipment to your Site Reception within 24 hours.

### Prohibited Items and Electrical Safety:

1. Prohibited items include illegal drugs, personal heaters, and mini-fridges (unless pre-approved for medical reasons)
2. Electric Scooters/e-bikes are not permitted.
3. Use only CE/UKCA-marked charging equipment.
4. Charging non-course-related devices, like e-scooters, are prohibited without risk assessment.

### Storage and Walkway Clearance:

1. Hallways and communal areas must always remain clear of obstructions.
2. Bicycles are only to be stored in designated areas.

## MISCONDUCT

While the following list is not exhaustive, it highlights behaviours that can be considered misconduct within the University's owned and managed accommodation, subject to the Residential Disciplinary Procedure.

1. **Alcohol Consumption:** The University does not condone excessive alcohol consumption due to the social and health issues it may create. Students are fully responsible for any actions deemed misconduct while under the influence of alcohol or other substances that may affect their behaviour.
2. **Drugs:** The use, possession, or distribution of illegal drugs is strictly prohibited. Students found in violation of this policy may face disciplinary action, including possible expulsion, in accordance with [University regulations](#).
3. **Immediate Suspension:** In extreme cases of misconduct, where there is a reasonable belief that not acting would risk the welfare or wellbeing of others, the Head of Residential Services (RS) may suspend a student from residential accommodation for a maximum of 14 calendar days. This suspension may take immediate effect. Extensions beyond 14 days require approval from the Director of Estates and Campus Services.
4. **Temporary Relocation:** If the alleged misconduct is serious enough to warrant a temporary move to alternative accommodation, the Head of RS may implement this option. Residential Services will initially cover any costs exceeding the student's current rent, but these costs may be recouped from the student if found at fault following an investigation.
5. **Suspension During Investigations:** The Vice-Chancellor or an authorised nominee may suspend a student from the University and its residences if their conduct is under police investigation or subject to prosecution. This suspension can last for 14 days or longer, with monthly reviews to consider any new evidence.
6. **Review Process:** The student involved will be informed of the review process regarding their suspension.

## CLEANLINESS, DAMAGE OR LOSS

The University reserves the right to require a student or group responsible for any area or facility to pay for damages or losses resulting from confirmed misconduct. Payment will be in accordance with the RS Charges Policy, and a proportional administration fee will be added to the invoice for processing the repairs.

- You are responsible for the care of all areas of your accommodation and must report any damage (whether accidental or intentional) or repair needs within 24 hours of noticing them, and no later than 7 days after your arrival. You are also responsible for locking your room, as you will be held accountable for its security.
- Only university-appointed staff or contractors are authorised to carry out repairs. You should not arrange repairs with any other parties. If you do, you will not be reimbursed for the cost and may incur charges for any corrective work.
- Any unreported damage discovered at the end of the term may be assigned to the residents of the affected area, following an investigation.

## RELOCATION DUE TO INCIDENTS

If an incident occurs within the flat that disrupts the living environment, the Head of Residential Services reserves the right to temporarily relocate students in a manner that causes the least disruption while the situation is investigated.

1. The relocation is intended to ensure the safety and well-being of all residents involved.
2. The decision to relocate a student will be made at the discretion of the Head of RS and will take into account the nature and severity of the incident.
3. Relocation may involve moving the student to an alternative room or accommodation site, which will be communicated clearly to the student.
4. The relocation is not a disciplinary action but a precautionary measure while the investigation is carried out.
5. Students are required to comply with the relocation request; failure to do so may result in further action under the Residential Disciplinary Procedure.
6. Once the investigation is complete, the Head of RS will decide whether the student can return to their original accommodation or if further measures are necessary.
7. The welfare and privacy of all parties involved will be respected throughout the process.

### DISCIPLINARY POLICY

The purpose of the matrix is to clearly outline the **categories of incidents or breaches of regulations** within university-managed accommodation and the **associated sanctions** for each level of misconduct. It serves the following purposes:

- **Clarity for Students:** Informs residents of the types of behaviours that are considered unacceptable and the consequences of their actions, fostering accountability and adherence to rules.
- **Promoting a Safe Environment:** Helps maintain a safe, respectful, and orderly living environment by deterring disruptive, dangerous, or harmful behaviours.
- **Escalation Framework:** Establishes a hierarchy of offences (from minor to severe) and defines the escalation process, ensuring that repeated or serious violations are met with appropriate disciplinary actions.
- **Formal Record:** Acts as an official reference for both students and staff, ensuring transparency and reducing disputes by providing clear expectations and outcomes.

Residential Services upholds a **zero-tolerance approach** to the use and distribution of illegal substances within our accommodation. In line with our duty to maintain a safe and supportive community for all residents, any such incidents are reported promptly to our on-site community Police team in partnership with South Wales Police. This action forms part of our commitment to safeguarding the well-being of all residents and ensuring compliance with legal obligations under the Renting Homes (Wales) Act.

## 4. INSURANCE POLICY

### SWANSEA UNIVERSITY CONTENTS INSURANCE INFORMATION

Swansea University has partnered with Howdens, a leading student insurance provider, to offer free contents insurance to all students living in university accommodation.

#### Key Points to Note:

- **Coverage Duration:** Your contents insurance is valid for the duration of your contract unless otherwise specified on your policy certificate.
- **Understanding Your Coverage:** It is important to review and understand the terms, conditions, inclusions, and exclusions of your insurance coverage. The University recommends that students obtain additional personal insurance if their valuables exceed the standard coverage limits. Full policy details are available via the Howden for Students App available on [iOS](#) or [Android Devices](#)

- **Policy Summary:** A summary of key features and essential information about your policy is available in the policy summary.
- **Accessing Full Policy Terms:** The policy summary highlights the most critical aspects of your insurance but does not include the full terms and conditions. To view the complete policy documentation, download the Howden for Students App available on [iOS](#) or [Android Devices](#)
- **Policy Conditions and Exclusions:** Make sure to carefully read the policy conditions, exclusions, and any additional terms that apply to ensure you are fully informed about your coverage.

By taking the time to understand your contents insurance policy, you can ensure you are adequately protected during your stay in university accommodation.

### FAULT RECTIFICATION

Residential Services is committed to addressing all faults with the building, services, and equipment in a timely manner:

- **Serious Issues:** Any faults that could cause severe injury will be rectified within one working day.
- **Urgent Issues:** Other urgent issues will be rectified within 7 days.
- **General Issues:** Non-urgent issues will be addressed within 28 days.

If necessary, alternative accommodation facilities will be provided if the above deadlines cannot be met due to circumstances beyond our control. Your comfort and safety are our priorities, and we are here to ensure a positive living experience.

**DISCIPLINARY MATRIX**

OVERSEEN BY	CATEGORY	INCIDENT/BREACH OF REGULATION	SANCTIONS
RESIDENCE LIFE OFFICER	A	Low-level noise disruption Excessive lockouts (x3 times) Dirty/Untidy communal areas Accidental damage to property Items in corridors/escape routes Unsafe electrical equipment Failure to comply with parking regulations	Formal verbal warning Recharge for damage and admin costs Attendance of the Fire Safety Awareness course
RESIDENCE LIFE OFFICER	B	Deliberate/significant noise disruption. Distribution of promotional material Petty theft Propping open fire doors Accidental false alarm activation <b>Repeated offences of Category A</b>	Formal Written Warning Recharge for damage and admin costs Not eligible to apply for university accommodation. Fire Safety Awareness course attendance
RESIDENCE LIFE OFFICER	C	Unauthorised animals in residences Accessing restricted areas Deliberate damage to property Smoking/vaping in non-smoking areas Not cooperating during fire alarms Theft <b>Repeated offences of Category B</b>	Any sanctions from Category B plus: - Report to the Head of the Department and tutor. Not eligible for university accommodation
RESIDENCE MANAGER (OR DEPUTISED RM)	D	Assault Throwing items from windows Prohibited items (e.g., fireworks, weapons) - Bullying/intimidation. Prohibited drugs/illegal items. Negative use of social media Verbal abuse/harassment of staff/contractors Tampering with fire equipment. Commercial misuse of premises <b>Repeated offences of Category C</b>	Any sanctions from Category A-C plus: - Behavioural contract Referral to Dignity at Work and Study Room/residence transfer Academic Registry referral
RESIDENTIAL MANAGER & HEAD OF RESIDENTIAL SERVICES	E	Serious assault Sexual misconduct Drug dealing Major criminal damage Significant theft Activities posing risk of harm/death. Conduct that damages the university's reputation <b>Repeated offences of Category D</b>	Referral to police Permanent exclusion from residence Not eligible for university accommodation Academic Registry referral

The list below is not exhaustive and serves as an example of sanctions to be considered.

## POST-TENANCY RESPONSIBILITIES

### Your Departure Checklist

As your time in university accommodation ends, it's important to plan and leave your space in good condition. Following these steps will help you avoid additional charges and ensure a smooth departure process.

#### 1. Plan Ahead

- Check your **contract end date** so you know exactly when to vacate your room.
- Make travel arrangements in advance.
- Note the check-out procedures specific to your residence (available on our [Departure Info page](#)).

#### 2. Clean Thoroughly

- Rooms should be left **clean, tidy, and free of personal belongings**.
- Shared areas (kitchens, bathrooms, hallways) must be cleaned collectively by all flatmates.
- Pay special attention to **ovens, microwaves, fridges, and floors**—communal areas for cleaning charges.

#### 3. Dispose of Waste Responsibly

- Bag up all rubbish and recycling and use the **correct bins** provided on site.
- Do not leave items in hallways or outside your flat—they will not be collected and may result in fines.

#### 4. Return Keys on Time

- All keys, fobs, and access cards must be returned **by the deadline**.
- Lost or late-returned keys may result in **replacement charges**.

#### 5. Pack Smart

- Take only what you need – consider donating, recycling, or selling items you no longer use.
- Local charities or drop-off points may be available on-site during departure weeks.

#### 7. Redirect Your Mail

- Update your postal address.
- Mail is not forwarded after your tenancy ends.

#### 8. Report Any Damage

- If something was broken or damaged during your stay, let the accommodation team know **before you leave**.
- Being transparent helps ensure fair and accurate billing.

#### 9. Empty Fridges & Freezers

- Ensure all food is disposed of.

#### 10. Secure Your Room

- Double-check that **all windows are closed and locked**.
- Turn off all appliances and **switch off lights**.
- Lock your room door before you leave for the final time.

We hope you enjoy your time in university accommodation. You can read more on our [Departure information page](#).

## 5. CHARGES POLICY

### Circumstances When Charges Are Levied for Damages

To maintain high standards in university residences and keep rents affordable for all students, the University will recover costs associated with damage, loss, or excessive cleaning that goes beyond normal wear and tear. These charges ensure that resources can be reinvested into maintaining safe, comfortable, and well-equipped living spaces for current and future students.

The University is committed to applying these charges fairly, transparently, and only when necessary. Below are the circumstances in which charges may be applied, along with the guiding principles for their implementation:

#### 1. Types of Damage

- **Repairable Damage:** Where an item or area can be repaired (e.g., wall scuffs, broken fixtures), charges will reflect the cost of labour and materials.
- **Furniture and Fittings:** Where items are beyond repair or missing, the full replacement cost will be charged.

#### 2. Investigation Requirements

- Charges will only be applied following an investigation to understand how the damage occurred.
- Students will be provided with a clear explanation of the issue and a breakdown of the potential or confirmed costs.
- In cases of unreported damage found after a student has vacated the accommodation, charges may be applied directly, and no meeting will be required unless requested.

#### 3. Community Responsibility

- All students share responsibility for communal areas. If damage occurs in shared spaces and the responsible person(s) cannot be identified following investigation, the cost may be shared between residents of the affected area.
- We encourage open communication and prompt reporting of damage to avoid group charges.

#### 4. Transparency of Charges

- All charges will be documented clearly, and copies of relevant invoices will be available upon request.
- A **15% administration fee** will be added to cover processing costs, capped at a **maximum of £50.00 per incident**.

#### 5. Lost Key Charges

Lost key and access device charges vary by accommodation type:

- **Fobs (Penmaen & Horton):** £15.00 each
- **Proximity Access Cards:** £5.00 each
- **Traditional Keys:** £25.00 each

To maintain the safety and security of all residents, lost or unreturned keys may also result in lock changes, which will be chargeable.

#### 6. Disciplinary Action

In some cases, particularly where damage is deliberate or repeated, the **Residential Disciplinary Procedure** may be invoked alongside cost recovery.

These guidelines are in place to promote mutual respect, shared responsibility, and pride in your living environment. We're committed to supporting students in understanding their responsibilities and ensuring that charges are applied only where necessary and in a manner that is fair and clearly communicated.

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#### **Appeals Process:**

- Students have the right to appeal against damage charges through the University's formal [Appeals Procedure](#). Appeals must be submitted in writing within 14 calendar days of receiving the charge notice. The appeal will be reviewed impartially, and the student will be informed of the outcome in writing within 28 calendar days. If dissatisfied with the outcome, students may escalate the appeal to an independent review panel. In cases where the internal appeals process is exhausted, students can refer their complaint to the Office of the Independent Adjudicator (OIA) for higher education disputes.

#### **Payment Guidelines:**

##### **1. Payment Due Dates:**

- All damage charges must be paid in full on or before the next accommodation payment due date.
- Charges incurred after all residence fees have been paid must be settled within one month of receipt.

##### **2. Financial Difficulties:**

- Students who cannot pay the charges in full due to financial difficulties must arrange an appointment with the Finance department to set up a suitable payment plan.

##### **3. Debt Collection:**

- Failure to pay damage charges within the specified time frames will trigger the university's debt-collecting procedures.

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## **6. DEBT MANAGEMENT POLICY AND PROCEDURE**

### **INTRODUCTION**

Accommodation fees for university residences are set annually by the Senior Leadership Team for the upcoming academic session. These fees, which cover utility costs, are published on the University's [Accommodation Fees webpage](#).

The University's policy is to minimise all levels of debt while ensuring students are given appropriate support to pay fees owed in a timely fashion. This procedure applies to all accommodation fees and additional residential charges payable to the University. The Residential Services Debt Management Policy and Procedure have been developed to ensure an efficient and effective approach to managing debt.

### **BACKGROUND**

1. The University provides a range of accommodation options for students. To secure their accommodation, all students must agree to and sign an occupation contract and pay an advance rent payment. This advance rent payment will be deducted from the first term's rent.
2. The Occupational Contract outlines the payment terms for accommodation, with students having the option to pay in advance or in termly instalments. Students must also complete an online induction that details the accommodation fee payment policy.

## PAYING ACCOMMODATION FEES

Accommodation fees can be paid termly in advance or in full through:

- [Your university Finance Portal](#)
- Termly Direct Debit
- [Convera GlobalPay](#)

### ADVANCE NOTICE - 7/10 days (before the due date)

- Students will receive an invoice via email, detailing their accommodation charges and providing instructions for payment. This email will be sent to each residential student's University email address.

### REMINDER ONE – STAGE 1

- **Day 7 (after the due date)** - The first reminder will be sent to the student's University email address to advise them they have failed to pay by the invoice due date.

### REMINDER TWO – STAGE 2

- **Day 12 (after the due date):** A second reminder will be sent to the student's University email address, notifying them of the missed payment following the first reminder. The message will advise that the account is overdue and prompt immediate payment. If payment is not made, the student will be required to attend a meeting with the Finance team.

### REMINDER THREE – STAGE 3

- **Day 14 (after the due date):** Students who have not paid their outstanding accommodation fees after the second reminder will receive a letter sent to both their university and personal email addresses. This letter will notify them of a scheduled meeting with Finance, where they are encouraged to bring a representative, such as a Students' Union representative or a friend.
- Failure to attend this meeting or contact Finance within 14 days may result in a Notice to Quit, requiring the student to vacate the accommodation.

### REMINDER / ACTION FOUR – STAGE 4

1. **Day 28 (after the due date)** - Having undergone all steps of the process outlined above, to recover the accommodation debt from the student and a suitable payment plan has not been agreed upon (or been broken), after following the above steps and payment of the accommodation debt is overdue by 28 days, eviction proceedings will commence.  
If the student vacates the accommodation and the debt remains unpaid, the debt will be passed to a debt collection agency for processing. The debt collection agency may pursue court action to recover the monies owed. In this situation, the University will reserve the right to add reasonable costs and expenses, including agency fees, legal fees, and the cost of management time incurred.

## SUPPORT FOR STUDENTS

1. In applying this procedure, the University will strive to be understanding and considerate of each student's financial circumstances. However, to provide appropriate support, students must inform the University if they are experiencing financial difficulties.
2. Students experiencing financial difficulty in paying their accommodation fees should seek help at the earliest opportunity from the [Finance Department](#).
3. Additional advice and assistance are also available from:
  - a. [Money Advice Team](#)
  - b. [The Students' Union Advice and Support Centre](#)

## AGREED PAYMENT PLAN

1. In situations where a student is experiencing genuine financial hardship, the University will agree on an affordable payment plan to clear the debt during the academic year. If a student defaults on this payment plan, they are contacted by both telephone and email. If the student continues to default or breaks their payment plan, the matter reverts to stage three of the above process.

## DEBT FROM PREVIOUS YEARS

1. The University reserves the right to refuse an application for accommodation from a returning student if they have received a 'stage three' letter or have been served a Notice to Quit in previous years of stay.

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## 7. COMPENSATION POLICY

### Scope of Compensation Policy for Students in University Residences

This policy outlines the principles and process by which Residential Services (RS) at the University will assess and respond to student claims relating to interruptions or failures in essential services within university-managed accommodation. The approach complies with obligations under the **Renting Homes (Wales) Act 2016**, which requires landlords to ensure that properties are fit for human habitation and that services are maintained to a reasonable standard and reflects **Universities UK (UUK)** guidance on delivering consistent, fair, and student-focused support.

#### 1. Purpose and Principles

Residential Services is committed to providing safe, secure, and fully functioning accommodation. While every effort is made to respond promptly to issues, we recognise that there may be rare instances where significant delays or service failures affect the student experience. In such cases, **compensation may be considered as a remedy**, but it is not offered as a substitute for swift resolution or routine inconvenience.

Compensation is assessed on a case-by-case basis, taking into account the duration and severity of the disruption, the response provided, and whether alternative arrangements were made.

#### 2. Conditions Where Compensation May Be Considered

Compensation will be considered where:

- The service disruption has continued for more than **48 hours** from the point it was first reported to RS or an appointed contractor.
- **No suitable alternative services or accommodation** were offered during the period of disruption.
- The disruption has caused a **material loss of amenity**, impacting the student's ability to use the accommodation as intended.

The level of compensation will be based on the **net rent** paid for the affected period, excluding elements such as catering allowances (where applicable).

#### 3. Situations Where Compensation Will Not Be Payable

The University will not be liable to provide compensation for:

- Events or failures outside of its reasonable control, such as:
  - Extreme weather conditions, frost damage, or fuel/material shortages.
  - Isolated mechanical or technical failures where reasonable repair timelines were followed.
- Behavioural issues or disturbances from flatmates or neighbours, which are addressed separately under the University's **Student Disciplinary Procedures**.
- Temporary, minor service disruptions that are resolved within a reasonable timeframe.

#### 4. Compensation Rates for Specific Disruptions

Service Disruption	Compensation Rate (of net rent)
Loss of Heating	15%
Loss of Hot Water	15%
Loss of All Kitchen Facilities	25%
Loss of Both Heating & Hot Water	30%
Loss of Use of Accommodation	100%

These rates apply **pro-rata** to the number of days affected beyond the initial 48-hour window.

#### 5. Process for Submitting a Claim

Students who believe they are entitled to compensation should:

1. **Report the issue promptly** via the designated maintenance or helpdesk system.
2. If the issue is unresolved after 48 hours, submit a **formal compensation request** via the online Compensation Claim Form, including details of the issue, impact, and any supporting evidence.
3. Claims will be reviewed within **10 working days**, and students will be notified of the outcome, including how any compensation will be applied (e.g., as a rent rebate or credit).

#### 6. Commitment to Fairness and Resolution

Residential Services prioritises **restoring services quickly and effectively** over providing compensation. This policy ensures that, in exceptional cases where standards fall short, students are treated fairly and with respect. Compensation is a remedy of last resort, aligned with the principles of the RHW Act and UUK's commitment to student wellbeing and accountability.

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## 8. COMPLAINTS/APPEALS

We are committed to ensuring a fair and transparent process for addressing accommodation-related concerns. If you have a complaint, please follow the guidelines below. The complaints procedure can be found here: [Complaints Procedure](#)

### 1. Submitting Complaints

- Only the student concerned may submit a complaint, except in exceptional circumstances where a third party may submit the complaint with written consent from the student.

### 2. Submission Deadline

- Complaints must be filed within **three months** of the incident. Extensions may be granted for unavoidable delays, such as illness or bereavement.

### 3. Complaints Handling

- **Acknowledgment:** Complaints will be acknowledged within 28 working days.
- **Investigation:** We will investigate the issue and respond with the outcome, including actions taken, if applicable.

### 4. Right to Appeal

- If dissatisfied with the outcome, students may appeal by submitting a **Final Review** within **14 days**. A senior officer will review the case and provide a final decision within **15 working days**.

### 5. Confidentiality

- All complaints will be handled confidentially and in line with data protection policies.

### 6. Escalation

- If unresolved, students may contact an independent **Ombudsman** or seek legal advice.

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## 9. RESIDENTIAL SERVICES' STUDENT CHARTER

### OUR COMMITMENTS TO YOU

Swansea University's Residential Services is dedicated to providing a high-quality living experience for all residents. We commit to:

- **Compliance with Standards:** Adhere to all standards outlined in the UUK/ANUK Code of Practice.
- **Accommodation Standards:** Deliver accommodation prepared according to our Service Level Statement.
- **Honest Information:** Distribute accurate and realistic information about our accommodation and provide impartial housing advice.
- **Safety and Security:** Provide safe, secure accommodation, including 24-hour security provision.
- **Utility Provision:** Ensure the provision of essential utilities, including water, heating, and electricity.
- **Prompt Repairs:** Rectify faults within agreed time frames.
- **Cleaning Services:** Provide quality cleaning services in all residential communal areas.
- **Conducive Environment:** Foster an environment conducive to study, free from unreasonable noise.
- **Community Building:** Promote a strong residential community and direct students to available support services.
- **Transparency:** Operate transparently and provide all relevant policies, procedures, and documentation upon request.
- **Qualified Staff:** Ensure that our staff are appropriately qualified and trained to competently fulfil their responsibilities.
- **Feedback and Complaints:** Actively seek your feedback and maintain an accessible Complaints Procedure.
- **Responsive Services:** Present responsive services and offer a friendly welcome.
- **Value for Money:** Provide students with a value-for-money accommodation provision.

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### YOUR COMMITMENTS AS A RESIDENT

As a resident, you also have responsibilities to uphold the community standards. We require all residents to:

- **Adhere to Regulations:** Follow all terms, rules, and regulations outlined in the Accommodation Offer email, the Occupational Contract, and the Residence Regulations.
  - **Respect for Others:** Treat all residents, staff, and contractors with politeness and respect.
  - **Cultural Sensitivity:** Respect the diverse lifestyles, beliefs, and cultures of fellow residents.
  - **Community Consideration:** Be considerate of all residents in the local community and respect their privacy and property.
  - **Noise Control:** Minimise noise levels, especially at night, to avoid disturbing others.
  - **Hygiene Standards:** Maintain a reasonable level of tidiness and hygiene in all accommodation areas, especially in food preparation areas.
  - **Responsible Behaviour:** Act responsibly, prioritising the safety, security, and well-being of residents, staff, and the local community.
  - **Security Responsibility:** Secure doors and windows, safeguard your keys, and report any suspicious activity.
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- **Cooperate with Investigations:** Fully cooperate with investigations into security and disciplinary issues.
- **Guest Conduct:** Take responsibility for the conduct and actions of your guests, informing them of the rules and regulations.
- **Timely Payments:** Pay all residence fees and charges by their due dates.
- **Environmental Awareness:** Be environmentally conscious by conserving energy and recycling.

By accepting your Occupational Contract, you acknowledge and commit to these responsibilities, contributing to a positive living environment for all.

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## 10. OUR VALUES

All Professional Services areas at Swansea University operate to a defined set of Core Values

1. **We are Professional**

We take pride in applying our knowledge, skills, creativity, integrity, and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.

2. **We Work Together**

We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation, and challenge to deliver services that strive to exceed the needs and expectations of customers.

3. **We Care**

We take responsibility for listening, understanding, and responding flexibly to our students, colleagues, external partners, and the public so that every contact they have with us is a personalised and positive experience.

4. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.

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## 11. RESIDENTIAL SERVICES SERVICE LEVEL STATEMENT

### FACILITY PREPARATIONS

Residential Services is dedicated to ensuring that your accommodation is prepared to a high standard before your arrival. To uphold this commitment, we make the following assurances:

#### Bedrooms:

- All surfaces will be free from dirt and dust.
- Carpets will be freshly vacuumed and free of significant stains.
- Where provided, notice boards will be clean and well-presented.
- A clean mattress protector will be placed on the mattress.
- Curtains will be clean and in good condition.
- All soft furnishings will be in good condition and free of tears.
- The door lock will be secure and fully functional.

#### Bathrooms:

- All sanitary wares will be clean and in good condition.
- Taps, showers, and toilets will be in good working order; plugs will be provided in sinks.
- Mastic sealing will be in good condition and free from mould.
- Tiles will be secure, and grouting will be clean.
- Where shower curtains are used, they will be clean and free from mould.
- The floor will be clean and in good condition.

#### Kitchens:

- All kitchen equipment will be fully operational.
- All equipment will be clean and free of food residue.
- Freezers will be recently defrosted.
- Fridges and freezers will be empty and at operating temperature.
- All surfaces will be free from dirt and dust.
- All cupboards will be empty and clean.
- The floor will be clean and in good condition.

#### Other Areas:

- Corridors and stairwells will be clear and tidy.
- Floors will be clean and in good condition.
- Carpets will be vacuumed and free of significant stains.
- All windows will be clean, inside, and out.
- Entrance door locks will be secure and fully functional.

*Note: In communal areas, Residential Services can only guarantee these standards until the first resident occupies the accommodation.*