

# Swansea University Residential Services

## RESIDENCE REGULATIONS

Applicable to all University  
Allocated Residences

Academic Year  
2026/2027

*(Includes supporting policies and procedures)*

These Residence Regulations are an integral part of your Accommodation Agreement.

By accepting the terms of your Occupation Contract, you agree to adhere to the terms, conditions, and guidelines outlined in this document.

These Residence Regulations should be read alongside the Occupation Contract issued to residents and other relevant University policies.

Version: 3

Applicable Academic Year: 2026/2027

Approved by: Director of Estates & Campus Services

Review Date: February 2027

<b>1. WELCOME TO SWANSEA UNIVERSITY RESIDENCES</b>	<b>3</b>	<b>APPENDIX A – ACCOMMODATION FEES</b>	<b>25</b>
A) LIVING IN RESIDENCES – KEY INFORMATION	4	<b>APPENDIX B – ELIGIBILITY AND CANCELLATION</b>	<b>28</b>
B) COMPLIANCE WITH RESIDENCE REGULATIONS	4	<b>APPENDIX C – DEPARTURE INFORMATION</b>	<b>32</b>
C) STANDARDS, FAIRNESS AND YOUR RIGHTS	4	<b>APPENDIX D – SERVICE LEVEL STATEMENT</b>	<b>33</b>
D) YOUR OCCUPATION CONTRACT	5	<b>APPENDIX E – COMPENSATION POLICY</b>	<b>36</b>
E) DATA PROTECTION	5	<b>APPENDIX F – STUDENT CHARTER</b>	<b>38</b>
F) PRIOR TO ARRIVAL	5		
<b>2. ACCOMMODATION MANAGEMENT</b>	<b>6</b>		
A) CONDITION ON ARRIVAL	6		
B) MAINTENANCE AND REPORTING REPAIRS	6		
C) CLEANLINESS, DAMAGE OR LOSS	7		
D) ROOM INSPECTIONS	7		
E) EMERGENCY ACCESS	7		
F) WASTE DISPOSAL & RECYCLING	8		
J) PARCELS, DELIVERIES AND FOOD ORDERS	8		
K) MOVING ROOMS	9		
L) EARLY TERMINATION OF OCCUPATION CONTRACT	9		
M) SUBLETTING & USE OF ACCOMMODATION	10		
G) PETS AND ANIMALS	10		
H) RUNNING A BUSINESS	10		
I) TELEVISION LICENSING	10		
<b>3. CONDUCT AND COMMUNITY STANDARDS</b>	<b>11</b>		
A) FAILURE TO COMPLY WITH RESIDENCE REGULATIONS	11		
B) NOISE AND CONSIDERATE BEHAVIOUR	11		
A) RESPECT FOR OTHERS	11		
B) BEHAVIOUR AND SAFETY	11		
C) GUESTS AND VISITORS	12		
D) POLITICAL EXPRESSION AND SYMBOLS	13		
E) RECORDING DEVICES AND PRIVACY	13		
<b>4. EQUALITY, &amp; INCLUSIVE ACCOMMODATION</b>	<b>13</b>		
A) DISABILITIES AND REASONABLE ADJUSTMENTS	13		
B) DISABILITY-RELATED SUPPORT VISITORS	15		
C) EQUALITY, DIGNITY AND HARASSMENT	15		
D) SINGLE-SEX ACCOMMODATION:	15		
E) INCLUSIVE ACCOMMODATION OPTIONS	16		
<b>5. FIRE, SAFETY, SECURITY AND RISKS</b>	<b>16</b>		
A) 24/7 SECURITY SUPPORT	16		
B) WINDOW AND BALCONY SAFETY	16		
C) PROHIBITED ITEMS AND HAZARDOUS MATERIALS	17		
D) REPLICAS WEAPONS AND IMITATION FIREARMS	17		
E) FIRE, SAFETY AND SECURITY STANDARDS	17		
F) ADDITIONAL FIRE SAFETY RESPONSIBILITIES	18		
G) EXCEPTIONAL CIRCUMSTANCES / FORCE MAJEURE	18		
<b>6. DISCIPLINARY POLICY</b>	<b>19</b>		
A) MISCONDUCT	19		
B) RELOCATION DUE TO INCIDENTS	19		
C) DISCIPLINARY MATRIX	20		
<b>7. CHARGES POLICY</b>	<b>21</b>		
A) WHERE CHARGES APPLY	21		
B) APPEALS PROCESS:	22		
C) INDEPENDENCE OF APPEALS AND REVIEWS	22		
<b>8. COMPLAINTS/APPEALS</b>	<b>22</b>		

## 1. WELCOME TO SWANSEA UNIVERSITY RESIDENCES

Welcome to Swansea University accommodation. Residential Services (RS) supports students to ensure their time in residence is safe, comfortable, and positive.

University residences are shared communities, and all residents are expected to contribute to a safe, respectful, and well-managed living environment. These Residence Regulations outline the key principles, expectations, and standards that apply to everyone living in university accommodation.

These Residence Regulations form part of the supplementary terms of your Occupation Contract issued under the **Renting Homes (Wales) Act 2016**, and Swansea University operates in accordance with the **UUK and ANUK Codes of Practice for Student Accommodation**.

### Your Accommodation Contract

Your accommodation contract is a legally binding agreement that is separate from your academic studies. Once accepted, you remain financially responsible for the accommodation unless you are formally released in accordance with the terms of the contract or applicable legislation.

### Living in University Accommodation

University accommodation is a shared living environment where residents live independently alongside others with different lifestyles, study patterns, and daily routines. Residents should expect normal day-to-day living activity associated with communal living.

All residents are expected to:

- Take reasonable care of their own safety and the safety of others.
- Respect the diversity of lifestyles, needs, and backgrounds within the residential community.
- Manage day-to-day responsibilities such as cleaning, budgeting, and paying accommodation fees.
- Seek support from university services where needed.

### Relationship with Other University Policies

These Residence Regulations should be read alongside other relevant University policies and procedures. Where a matter is not specifically addressed in these Regulations, the University's wider policies may apply.

This includes, but is not limited to, the **University's General Regulations, Student Charter, Dignity at Work and Study Policy, IT Regulations, and Student Disciplinary Procedures**.

### Governance and Communication

These Residence Regulations operate in accordance with the Renting Homes (Wales) Act 2016, Rent Smart Wales requirements, and the UUK/ANUK Codes of Practice for Student Accommodation, alongside other relevant housing, and regulatory legislation.

All official accommodation communications will be sent to your university email account, which residents are expected to check regularly.

Residents must also comply with the University's General Regulations and Student Charter, available in the Academic Handbook.

**Sarah Morgan**

Head of Residential Services

### a) Living in Residences – Key Information

The Residence Regulations provide full details of the expectations for living in Swansea University accommodation. The summary below highlights the most important points to help you settle into your new home.

**Quick Guide - The full Residence Regulations apply and should be read in full.**

AREA	WHAT THIS MEANS
<a href="#">Cleanliness</a>	Keep your bedroom and shared spaces clean and hygienic. Shared areas are the responsibility of all residents.
<a href="#">Eligibility And Cancellation</a>	Explains who can live in university accommodation and when a contract can be cancelled or ended.
<a href="#">Fire Safety &amp; Security</a>	Do not tamper with fire safety equipment or create hazards. Follow evacuation procedures when alarms sound.
<a href="#">Guests &amp; Visitors</a>	You are responsible for the behaviour of your visitors. Overnight guests must be registered and must not exceed permitted limits.
<a href="#">Maintenance &amp; Repair Reporting</a>	Report maintenance issues promptly using the University reporting system.
<a href="#">Noise</a>	Keep noise to a reasonable level at all times and observe quiet hours between <b>23:00 and 08:00</b> .
<a href="#">Prohibited items</a>	Weapons, fireworks, portable heaters, gas canisters, and certain electrical items are not permitted in accommodation.
<a href="#">Respect for others</a>	Treat fellow residents, staff, and neighbours with respect. Behaviour that causes harassment, intimidation, or serious disruption is not permitted.
<a href="#">Security Support</a>	Keep doors and windows secure and report suspicious activity to University Security.
<a href="#">Support</a>	If you need help, support is available through Student Support Services.
<a href="#">Waste and recycling</a>	Dispose of rubbish responsibly and follow recycling guidance provided in residences.

Residents should recognise that differences in lifestyle, culture, study patterns, and daily routines are a normal part of shared living and are not, in themselves, considered breaches of the Residence Regulations.

### b) Compliance with Residence Regulations

Residents are required to comply with these Residence Regulations at all times while living in university accommodation.

#### Interpretation and University Authority

These Residence Regulations set out the standards of behaviour expected within Swansea University accommodation. The examples and rules provided are not exhaustive and should not be interpreted as a complete list of behaviours that may constitute a breach of these Regulations.

The University reserves the right to take reasonable and proportionate action where behaviour or circumstances present a risk to the safety, wellbeing, security, or proper management of university residences, even where a specific situation is not explicitly listed within these Regulations.

### c) Standards, Fairness and Your Rights

These Residence Regulations form part of your Occupation Contract with the University and apply throughout the period of your residence. The University reserves the right to review and update these Residence Regulations where necessary, and any changes will be communicated accordingly.

These Residence Regulations are designed to ensure that university accommodation is safe, fair, and well-managed for everyone.

They follow UK and Welsh housing law, including the [Renting Homes \(Wales\) Act 2016](#), and the requirements of [Rent Smart Wales](#), alongside nationally recognised standards for student accommodation such as the [Universities UK \(UUK\) / ANUK Codes of Practice](#). This means we are committed to clear information, fair treatment, reasonable decision-making, and a strong focus on student welfare and wellbeing.

Where concerns arise, students have the right to raise issues, seek clarification, and access the University's formal complaints and appeals procedures. We encourage you to speak to us early so we can help resolve issues as quickly and fairly as possible.

#### d) Your Occupation Contract

References within these Residence Regulations to an "Occupation Contract" mean an occupation contract issued under the Renting Homes (Wales) Act 2016. These terms are used interchangeably for operational clarity and do not affect your statutory rights under Welsh housing law.

The Occupation 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:** explanations of key terms used in the contract

**Read Before You Sign:** Before accepting an offer of accommodation, students are required to read and understand both the Occupation Contract and these Residence Regulations.

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

RS 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 Occupation Contract, as governed by the Renting Homes (Wales) Act 2016 (RHW Act) and registered with **Rent Smart Wales Agent Licence No. LR-50148-61747**.

#### Important Note:

The terms of your Occupation Contract are separate and distinct from your academic studies. For any changes to your contract, you must contact RS.

#### e) Data Protection

All personal data, including disability or medical information, is processed in accordance with the **UK General Data Protection Regulation** and the Data Protection Act 2018. This information will be treated confidentially, stored securely, and used only for lawful purposes connected with the management of university accommodation.

Students have the right to access and correct their personal data and, in certain circumstances, to request restriction or deletion of their data, in line with the [University's Data Protection Policy](#) and applicable legislation.

#### f) Prior to Arrival

YOU MUST
Complete your accommodation induction before arrival.

Inform RS of any additional requirements before arrival.
Download the SafeZone App for 24-hour assistance.
Register with a General Practitioner within two weeks of arrival.
Disclose any unspent criminal convictions relevant to your application.
<b>Important:</b>
Failure to comply with the above may result in action under the Residence Regulations, Charges Policy, and/or Residential Disciplinary Procedure.

## 2. ACCOMMODATION MANAGEMENT

This section explains how university accommodation is managed, including access to rooms, maintenance responsibilities, waste management, and rules relating to the use of accommodation.

### a) Condition on Arrival

Residents are responsible for checking the condition of their room and shared areas on arrival and for reporting any damage, missing items, or maintenance issues within 7 days of arrival via the Inventory.

If damage or issues are not reported within a reasonable period after arrival, the accommodation may be deemed accepted in good condition, and residents may be held responsible for any damage identified during or at the end of the occupancy, unless evidence indicates otherwise.

### b) Maintenance and Reporting Repairs

Residents are required to report any maintenance or repair issue as soon as reasonably practicable, and normally within 24 hours of becoming aware of the issue, using the University's [Maintenance & Repairs reporting system](#) or by attending their Residence Reception in person.

AREA	WHAT THIS MEANS
Reporting issues	Residents must report maintenance issues or damage as soon as possible and normally within <b>24 hours</b> of becoming aware of the issue.
How to report	Issues should be reported through the <a href="#">University's Maintenance &amp; Repairs reporting system</a> or by contacting <b>Residence Reception</b> .
Timely repairs	RS will arrange investigation and repair of faults relating to building fabric, services, and equipment within a reasonable timeframe.
Delayed reporting	Failure to report an issue promptly may result in delays to repairs and may affect the University's ability to investigate the cause.
Damage responsibility	Residents may be charged where damage results from misuse, negligence, or failure to report an issue promptly.
Escalation	If a repair remains unresolved, residents should follow up with Reception. Formal complaints may be submitted through the <a href="#">University Complaints Procedure</a> if necessary.

Prompt reporting helps ensure issues can be investigated and addressed efficiently. Where issues are not reported within a reasonable timeframe, this may limit the University's ability to investigate the cause or extent of the issue and may result in delays to repairs. This does not affect the University's statutory repairing obligations.

### Fault Rectification

ISSUE CATEGORY	RESPONSE TIMESCALE
<b>Serious Issues</b>	Faults presenting a risk of severe injury will be rectified within <b>one calendar day</b> .
<b>Urgent Issues</b>	Other urgent faults will be rectified within <b>7 days</b> .

<b>General Issues</b>	Non-urgent faults will be addressed within <b>28 days</b> .
-----------------------	---

Where repair timescales cannot be met due to circumstances beyond the University's control, and where appropriate, alternative accommodation or facilities may be provided to protect resident safety and welfare.

### c) Cleanliness, Damage or Loss

AREA	WHAT THIS MEANS
<b>Cleaning responsibilities</b>	Residents are responsible for keeping their bedroom clean and tidy and for contributing fairly to the cleaning of shared communal areas, including kitchens, bathrooms, work surfaces, floors, and appliances.
<b>Standards and deep cleaning</b>	Where accommodation falls below an acceptable standard and presents hygiene or safety concerns, RS may arrange a deep clean. Where responsibility can be identified, the reasonable cost may be recharged to the resident(s) in accordance with the Charges Policy.
<b>Damage, loss and charges</b>	The University may recover the cost of damage, loss, or additional cleaning arising from misconduct. Charges will be proportionate, supported by investigation, and applied in accordance with the RS Charges Policy.
<b>Walls, fixtures, and fittings</b>	Residents must not stick, pin, drill, or attach items to walls, doors, or other surfaces in bedrooms or shared areas. This includes posters, pictures, strip lighting, or adhesive hooks. Damage or marks may result in repair or cleaning charges.
<b>Reporting damage and security</b>	Damage or repair issues must be reported as soon as reasonably practicable, normally within 24 hours of becoming aware of them, and within seven days of arrival if the issue existed at the start of the tenancy. Residents are responsible for securing their rooms and may be held responsible where loss or damage results from failure to do so.
<b>Repairs and contractors</b>	Repairs must only be carried out by university-appointed staff or approved contractors. Unauthorised repairs may result in additional charges where corrective work is required.
<b>Unreported damage</b>	Damage identified at the end of the tenancy that was not reported during occupation may, following investigation, be attributed to the responsible resident(s), including within shared areas where responsibility cannot otherwise be determined.

### d) Room Inspections

RS conducts termly inspections of buildings and rooms to ensure accommodation remains safe, well-maintained, and suitable for occupation in accordance with Welsh housing law and health and safety requirements.

Inspections help identify fire safety risks, maintenance issues, or conditions that may affect resident wellbeing. Advance notice will normally be given, except in emergencies or where immediate access is required to address a safety concern.

Inspections are carried out professionally and with respect for residents' privacy. Where conditions within a bedroom or shared area present a health, safety, or maintenance concern, RS may require appropriate action to be taken, including cleaning, repairs, or further follow-up. Residents must ensure rooms and shared areas are accessible so inspections can be completed safely.

Inspections also help distinguish between fair wear and tear and damage requiring repair, supporting fair and consistent charging practices.

### e) Emergency Access

The University reserves the right to enter any accommodation room or area without prior notice where there is a reasonable belief that immediate access is necessary to:

- protect the safety or wellbeing of residents, staff, or visitors.
- prevent damage to property.
- address a suspected health or safety risk.

- respond to an emergency or urgent welfare concern.
- investigate a suspected breach of the Residence Regulations

Where possible, residents will be informed of the reason for entry as soon as reasonably practicable.

#### f) Waste Disposal & Recycling

The University is committed to maintaining a clean, safe and sustainable living environment for all residents. Proper waste disposal and recycling are essential to hygiene, preventing pests, and meeting environmental and local authority requirements.

You are responsible for managing your waste correctly. This includes storing, separating and disposing of waste in line with University guidance, signage and instructions within residences and communal areas.

Failure to do so may result in contaminated recycling, increased costs, and action under the Residence Regulations.

#### Waste Disposal & Recycling

AREA	REQUIREMENT
<b>General principle</b>	Residents must maintain their accommodation and all communal areas in a clean, safe, and hygienic condition. All waste must be stored, separated, and disposed of correctly using the facilities provided by the University and in line with local authority requirements.
<b>General waste</b>	General waste bins must be used only for non-recyclable waste. Waste must not be left in corridors, stairwells, kitchens, communal areas, or outside flats. All rubbish must be securely bagged and taken regularly to the designated external bin stores. Accumulation of waste within accommodation is not permitted.
<b>Recycling</b>	Residents must use recycling facilities correctly and separate recyclable materials in accordance with university and local authority guidance. Recyclable items must be suitable for recycling and clean where required. Incorrect disposal may contaminate recycling bins, resulting in recyclable materials being treated as general waste.
<b>Food waste</b>	Only appropriate food waste may be placed in food waste bins where provided. Liquids, packaging, plastics, and non-food items must not be placed in food waste bins. Incorrect use may result in contamination, hygiene issues, and pest infestation.
<b>Hazardous &amp; restricted waste</b>	Hazardous or restricted items, including batteries, electrical equipment, chemicals, medical sharps (such as needles or syringes), and other potentially dangerous items must not be disposed of in general or recycling bins. Residents requiring the use of medical sharps must ensure these are stored and disposed of safely using an appropriate sharps container and appropriate disposal arrangements.
<b>Responsibility &amp; charges</b>	Residents are responsible for disposing of waste correctly and keeping communal waste areas clean. Where waste is not managed in accordance with these requirements, the University may arrange additional cleaning or waste removal and may recharge any reasonable costs incurred to the responsible individual(s) or flat. Persistent or serious breaches may result in action under these Residence Regulations and disciplinary procedures.

#### j) Parcels, Deliveries and Food Orders

Residents may receive personal deliveries to university accommodation, including parcels, groceries, and takeaway food. Residents are responsible for ensuring that deliveries are received promptly and do not cause disruption to other residents, staff, or the operation of the residence.

The University does not guarantee acceptance, storage, or supervision of parcels delivered to residences. Where reception or delivery areas are provided, these are offered as a convenience only.

Residents should note the following:

AREA	REQUIREMENT
Personal responsibility	Residents are responsible for ensuring deliveries are correctly addressed and collected promptly. The University is not responsible for lost, delayed, or misdirected parcels.
Liability	The University accepts no liability for parcels, packages, or deliveries that are lost, stolen, damaged, delayed, or delivered incorrectly.
Food deliveries	Takeaway food deliveries must be collected promptly and must not be left unattended in corridors, entrances, or communal areas. Packaging and waste from food deliveries must be disposed of responsibly in accordance with the Waste Disposal & Recycling section.
Storage limitations	Reception areas may have limited storage space. The University reserves the right to refuse, return, or dispose of parcels that are excessively large, perishable, unsafe, or uncollected for an extended period.
Business deliveries	Residents must not use university accommodation for commercial deliveries, business storage, or distribution of goods in accordance with the "Running a Business" section of these Regulations.

Accommodation must not be used for the storage or distribution of goods associated with commercial activity.

### k) 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 may submit a request for an in-house room transfer by completing the [In-House – Transfer Room Request Form](#).

Requests are considered on a case-by-case basis and approval is not guaranteed. Room moves are subject to availability, suitability, and operational constraints.

1. **Requests & Availability** – Room moves are subject to availability and approval. This includes availability of suitable room types and locations.
2. **Transfer Fee** – A £50 administration fee applies to all approved room moves.
3. **Rent Adjustments** – If you move to a higher-priced room, you will be required to pay the difference in rent. Moving rooms does not end or replace your Occupation Contract.

### l) Early Termination of Occupation Contract

Your Occupation Contract is a **fixed-term legal agreement**. It cannot be ended early by choice and may only be terminated in limited circumstances permitted under the **Renting Homes (Wales) Act 2016**.

You may request to be released from your contract **only where you meet the statutory eligibility criteria** set out below. Approval is not automatic.

### Requesting Release from Your Accommodation Contract

STAGE	WHAT THIS MEANS
<b>Fixed-Term Occupation Contract</b>	Your accommodation is provided under a fixed-term Occupation Contract. You cannot end this contract early by leaving the accommodation, returning your keys, or choosing not to occupy the room.
<b>Eligibility to Request Release</b>	You may request release from your contract only where you <b>do not enrol, defer your studies, withdraw, or suspend your studies</b> , and where the Academic Registry confirms this. Meeting these criteria allows you to request release but does not guarantee approval.
<b>Notice Period</b>	Where a release request is approved, a <b>standard six-week notice period</b> applies, in accordance with the University's reasonable notice requirements under the Renting Homes (Wales) Act 2016.

<b>Financial Responsibility</b>	You remain financially responsible for all accommodation fees until your contract is lawfully terminated. Rent remains payable until an official release has been confirmed in writing.
<b>Leaving Without Approval</b>	Leaving your accommodation, vacating your room, or returning your keys <b>does not</b> end your Occupation Contract. Financial liability continues until a formal release is confirmed.
<b>Lawful Termination of Contract</b>	To end the contract lawfully, you must submit a formal release request to Residential Services, meet the statutory eligibility criteria, and receive written confirmation that your contract has been terminated. Until this occurs, the contract remains in force.
<b>Confirmation of Release</b>	Once all requirements are met, RS will issue a <b>Tenancy Release Notice</b> . You must respond to this notice to formally confirm your release in accordance with the Renting Homes (Wales) Act 2016.

RS will process release requests promptly and will keep students informed where additional checks or confirmation are required.

#### m) Subletting & Use of Accommodation

Residents must not sublet their accommodation, assign their room, or permit any other person to occupy the accommodation in their absence or alongside them, whether temporarily or permanently.

Any form of subletting or unauthorised occupation is strictly prohibited and constitutes a **serious breach** of the Occupation Contract. This may result in disciplinary action and/or termination of the contract.

These restrictions are in place to protect the safety, security, and wellbeing of residents, and to ensure compliance with fire safety, licensing, and housing requirements within university accommodation.

#### g) Pets and Animals

Pets or animals are not permitted within university accommodation except where this forms part of an approved reasonable adjustment under the Equality Act 2010 (for example, registered assistance animals).

Any assistance animal must be declared to RS in advance and appropriate arrangements agreed.

#### h) Running a Business

Residents must not operate, promote, or advertise any business or commercial activity from university accommodation. This includes, but is not limited to:

- Online selling or trading
- Storage or dispatch of goods
- Use of the accommodation as a business address

Use of university accommodation for business or commercial purposes is not permitted and may result in action being taken under these Residence Regulations and the Occupation Contract.

This restriction does not prevent **normal academic study or coursework-related activity**, provided the accommodation is not used for commercial gain or business purposes.

#### i) Television Licensing

If a resident watches or records live television programmes on any channel, or uses BBC iPlayer on any device within their accommodation, they must hold a valid TV Licence where required by law.

Swansea University does not provide TV licences for individual student bedrooms or personal devices. Residents are responsible for ensuring they comply with TV Licensing requirements.

#### TV Licensing: Devices and Services

CATEGORY	EXAMPLES
<b>Devices covered</b>	Television; Laptop or desktop computer; Tablet; Mobile phone; Games console; Streaming device

**Services that do NOT require a TV Licence (unless watching live TV or BBC iPlayer)**

Netflix; Amazon Prime Video; Disney+; YouTube; DVD / Blu-ray or other pre-recorded content

Further guidance is available at: [www.tvlicensing.co.uk/students](http://www.tvlicensing.co.uk/students)

### 3. CONDUCT AND COMMUNITY STANDARDS

This section sets out the behavioural expectations that apply to all residents and their guests. These standards are designed to promote a respectful, safe, and inclusive living environment.

#### a) Failure to Comply with Residence Regulations

Where a resident fails to comply with these Residence Regulations, the University may take appropriate action. This may include warnings, cost recovery, restrictions on visitors, relocation to alternative accommodation, referral to university disciplinary procedures, or termination of the Occupation Contract where permitted by law.

#### b) Noise and Considerate Behaviour

Residents must always keep noise to a reasonable level and observe quiet hours between **23:00 and 08:00**, during which noise must not disturb other residents.

AREA	WHAT THIS MEANS
Quiet enjoyment	Residents must avoid behaviour that unreasonably disturbs others.
Noise levels	Loud music, parties, or excessive noise that disturbs other residents is not permitted.
Quiet hours	Residents should be particularly mindful of noise during late evening and night hours.

#### a) Respect for Others

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.

Violent, offensive, or threatening behaviour is prohibited. Please see [Dignity at Work and Study Policy](#).

#### b) Behaviour and Safety

To maintain a safe, respectful, and well-managed residential environment, all residents are required to meet the standards of behaviour and safety set out below. These expectations apply at all times and are enforced to protect individual safety, support wellbeing, and ensure the reasonable enjoyment of university-managed accommodation by others.

Failure to meet these expectations may result in action under these Residence Regulations, including warnings, charges for cleaning or repairs, restricted access, or disciplinary procedures where appropriate.

#### Behaviour and Safety Standards for Residents

STANDARD	REQUIREMENT
<b>Respect for others</b>	Residents must conduct themselves in a manner that does not cause nuisance, distress, intimidation, harassment, or unreasonable disruption to other residents, University staff, contractors, or neighbouring communities.
<b>Responsibility for guests &amp; visitors</b>	Residents are fully responsible for the behaviour and conduct of their guests at all times and must ensure that all guests comply with the Residence Regulations. Any breach by a guest will be treated as a breach by the resident host.

<b>Health and safety</b>	Residents must not create, contribute to, or permit unsafe conditions within their accommodation. This includes but is not limited to obstructing corridors or fire exits, interfering with fire safety equipment, or storing items in a way that presents a risk to people or property.
<b>Cleanliness and hygiene</b>	Residents must maintain their bedrooms and all shared areas, including kitchens and bathrooms, in a clean, hygienic, and safe condition. Excessive mess, poor hygiene, or the accumulation of waste may be treated as a health or safety concern and addressed accordingly.
<b>Compliance with instructions</b>	Residents must comply with all reasonable instructions issued by University staff, University Security, Residence Life staff, or authorised contractors where these instructions are necessary for safety, welfare, safeguarding, fire safety, or the effective management of university accommodation. Failure to comply with reasonable instructions may result in immediate action under the Residence Regulations, including disciplinary action and, where necessary, involvement of University Security or external authorities.
<b>Internet misuse / illegal downloading</b>	Residents must not use University networks or internet services for unlawful activity, including copyright infringement, illegal downloading, harassment, or behaviour that breaches the University's IT policies.

### c) Guests and Visitors

To protect the safety and wellbeing of residents, the University regulates visitors and overnight guests within accommodation. Residents are responsible for the behaviour of their visitors and must ensure they comply with the Residence Regulations and do not cause nuisance, disruption, or risk to others.

Failure to comply may result in visitors being required to leave, involvement of University Security, and action being taken against the resident under the Residence Regulations.

### Visitor and Overnight Guest Requirements

<b>RULE</b>	<b>REQUIREMENT</b>
<b>Acceptability of visitors</b>	Visitors must behave in a manner that is acceptable to other residents, particularly within shared accommodation.
<b>Age restrictions</b>	Guests under the age of 18 are not permitted to stay in university accommodation.
<b>Use of communal areas</b>	Guests are not permitted to sleep in communal areas under any circumstances.
<b>Resident presence</b>	Guests must not remain in the accommodation if the resident host is not present.
<b>Resident responsibility</b>	Residents are responsible for the conduct and behaviour of their visitors at all times. In cases of poor behaviour, the University may require the guest to leave and may involve Security. Further action may be taken against the resident.
<b>Overnight guest registration</b>	<a href="#">All overnight visitors must be registered in advance using the Overnight Guest Registration Form.</a>
<b>Maximum overnight stays</b>	Residents may host overnight visitors for a maximum of <b>three nights per term</b> . Any breach of this limit will result in action under the Residence Regulations and disciplinary procedures.

#### d) Political Expression and Symbols

The University is committed to providing a safe, inclusive, and respectful living environment for all residents.

Residents may express personal, political, or religious views **only within their private bedroom**, provided this does not cause harassment, intimidation, distress, or harm to others. **Political, religious, or ideological materials must not be displayed in communal or visible shared areas** of university accommodation.

The display or use of **hate-related symbols, language, or behaviour is strictly prohibited** anywhere in university accommodation and will be treated as a serious breach of the Residence Regulations, which may result in immediate removal of materials, disciplinary action, and referral under university conduct or safeguarding procedures.

#### e) Recording Devices and Privacy

To protect privacy and comply with data protection and surveillance legislation, cameras, recording devices, or surveillance equipment must not be used in a way that records others without their knowledge or consent.

This applies to **all residents, visitors, guests, contractors, and any other person within university accommodation**.

Cameras or recording devices must **not** be left switched on in your room while you are absent. This includes (but is not limited to) smart cameras, webcams, baby monitors, dash-cams, drones, or any device capable of recording audio, video, or images.

You must not:

- Record maintenance, cleaning, security, Residence Life, or other staff during visits.
- Record other residents or visitors without their explicit consent.
- Place, position, or adjust devices so they capture shared areas, corridors, stairwells, entrances, or communal spaces.
- Use any device as CCTV, live-streaming, AI, or remote monitoring equipment.
- Operate drones, remote-controlled cameras, or similar devices within residences or around the university.

Personal smart devices may be used **only while you are present and supervising them**, provided they do not record other residents, staff, visitors, or shared areas.

If any device is used in a way that:

- affects the privacy of others,
- captures shared or communal areas,
- operates as surveillance, or
- breaches University Residence Regulations or data protection requirements, the University may require the device to be switched off, removed, or prohibited from further use within the accommodation.

This does not prevent residents from reporting concerns, incidents, or complaints through the University's formal procedures.

## 4. EQUALITY, & INCLUSIVE ACCOMMODATION

This section explains how the University supports welfare, equality, and inclusive accommodation arrangements in line with legal obligations and student wellbeing considerations.

#### a) Disabilities and Reasonable Adjustments

This section explains how the University supports student welfare, equality, and inclusive accommodation arrangements in line with the Equality Act 2010, relevant legislation, and student wellbeing considerations.

The University is committed to providing an inclusive residential environment where all residents are treated with dignity and respect, and to supporting disabled students and those with long-term health conditions in accordance with the Equality Act 2010.

For the purposes of these Residence Regulations:

- **Disability** is defined in accordance with the Equality Act 2010.
- **Reasonable adjustments** refer to proportionate measures taken to remove or reduce substantial disadvantage experienced by a disabled student in university accommodation.

Accommodation-related reasonable adjustments are assessed and implemented, taking account of individual need, the availability of suitable accommodation, and operational feasibility.

The University will make reasonable efforts to accommodate disclosed needs. However, adjustments are subject to the **legal test of reasonableness** and may depend on operational feasibility and the availability of suitable accommodation, particularly where requests are made late in the allocation cycle or after accommodation has already been allocated.

Where demand for specialist or adapted accommodation exceeds availability, priority will normally be given to students with the greatest assessed need.

Accommodation arrangements may be reviewed where circumstances change or where new or updated supporting information is provided, in accordance with the terms of the Occupation Contract and applicable legislation.

Reasonable adjustments are intended to remove substantial disadvantage and **do not guarantee a specific accommodation type or location** where this cannot reasonably be provided.

Residents are expected to comply with these Residence Regulations and the terms of their Occupation Contract. Where disability-related needs affect a student's ability to meet these requirements, the University will seek to consider reasonable adjustments where appropriate.

#### Assessment and Implementation of Reasonable Adjustments

AREA	WHAT THIS MEANS
<b>Disclosure of Needs</b>	When completing your accommodation application, you are encouraged to inform Residential Services (RS) of any disability, long-term health condition, or additional requirement that may affect your experience in university accommodation. Early disclosure helps us consider reasonable adjustments and allocate accommodation that best supports your needs. Where information is provided later in the allocation cycle or after occupancy has begun, available options may be more limited.
<b>Assessment &amp; Allocation</b>	Requests for reasonable adjustments are assessed individually in line with the Equality Act 2010, based on the functional impact of the condition and whether an adjustment is necessary to remove substantial disadvantage. Specific room types (including ensuite rooms) may only be offered where identified as a necessary adjustment and where suitable accommodation is available. Where this is not possible, the University will consider alternative adjustments to support the student.
<b>Supporting Information</b>	In some cases, confirmation from the Wellbeing & Disability Service or a suitably qualified professional may be requested to help assess the adjustment required and ensure decisions are fair and consistent.

<b>Advance Notice for Adjustments</b>	Where physical adaptations or specialist equipment are required, details should be provided at least six weeks before arrival where possible to allow sufficient time for assessment and implementation.
<b>Personal Care Support</b>	Residential Services staff are not trained to provide personal care. Students requiring personal care support should ensure appropriate arrangements are in place before arrival.
<b>In Case of Emergency (ICE) Forms</b>	Where issued by the Wellbeing & Disability Service, an ICE form may be displayed inside the wardrobe door to assist staff or emergency responders if required. Information is handled sensitively and used only where necessary for safety purposes.

### b) Disability-Related Support Visitors

Where a student requires the assistance of a **support worker, personal assistant, or other disability-related visitor**, this should be disclosed in advance to Residential Services.

Reasonable adjustments to standard visitor arrangements may be considered where necessary to remove substantial disadvantage. These arrangements will normally be agreed in advance with Residential Services. Any agreed arrangements must:

- Be proportionate to the identified need.
- Not create safeguarding or occupancy concerns
- Not conflict with fire, safety, or licensing requirements
- Be consistent with the terms of the Occupation Contract

Overnight stays by support visitors are **not automatically permitted** and will be considered on a **case-by-case basis**.

### c) Equality, Dignity and Harassment

These Residence Regulations are applied in accordance with the **Equality Act 2010**, and the University is committed to ensuring that no resident is treated less favourably on the basis of any protected characteristic.

All residents are expected to contribute to a safe, respectful, and inclusive living environment. Harassment, discrimination, victimisation, or behaviour that undermines the dignity of others will not be tolerated and may also be addressed under the University's Student Discipline procedures or Dignity at Study policies, where appropriate.

### d) Single-Sex Accommodation:

Allocation to single-sex accommodation is normally based on the **sex recorded in the student's university record at the time accommodation is allocated**.

To maintain the integrity of single-sex accommodation:

- **Overnight Guests:** Overnight guests must be of the same sex as the residents of the flat.
- **Day Visitors:** Day visitors of a different sex may attend with the prior agreement of all flatmates, provided the visit does not cause disruption or breach these Residence Regulations.

Residents should ensure that any visitors respect the comfort, safety, and privacy of others living in the accommodation.

Any concerns relating to gender identity, accommodation suitability, or the application of single-sex arrangements will be considered sensitively and on an individual basis. The University will consult with the student and relevant support services to identify appropriate and inclusive arrangements that balance the needs of the individual with the wellbeing of other residents.

### e) Inclusive Accommodation Options

The University aims to provide a range of accommodation options to support different student needs and preferences.

Where possible, students may indicate preferences relating to living arrangements during the accommodation application process. While the University will make reasonable efforts to take such preferences into account, accommodation allocations ultimately depend on availability and operational considerations.

Students who have specific wellbeing, cultural, or personal requirements relating to accommodation are encouraged to contact Residential Services as early as possible so that appropriate advice and support can be considered.

## 5. FIRE, SAFETY, SECURITY AND RISKS

This section outlines the fire safety, security, and risk management requirements that apply to all residents to protect life, property, and the wellbeing of the residential community.

### a) 24/7 Security Support

University Security provides a 24-hour service across all Swansea University campuses to support the safety and security of residents, staff, and visitors.

Residents may contact University Security at any time where there are concerns relating to safety, welfare, emergencies, or incidents occurring within or around university accommodation.

University Security officers are trained to respond to emergencies, provide first aid where required, and coordinate with emergency services where necessary. They can be contacted at any time by calling **01792 604271** or by using the [SafeZone App](#), which enables users to request assistance and share their location.

### When to Contact University Security

Call University Security if:
There is an <b>immediate risk</b> to your safety or others
There is a <b>fire, flood, or major water leak</b>
There is a <b>loss of power, heating, or lighting</b> affecting safety
There is <b>serious damage</b> to your room or building
You have concerns about <b>personal safety or welfare</b>
There is a <b>medical emergency</b> or first aid is required
An issue cannot safely wait until the next working day

University Security should not be contacted for routine repairs, non-urgent matters, or issues that can wait until the next working day, does not pose an immediate risk, or relates to a routine repair, general fault, or a cleaning or housekeeping matter. This should be reported to the site reception.

### b) Window and Balcony Safety

Residents must not throw, drop, or project any object from windows, balconies, or external areas of university accommodation. Such behaviour presents a serious safety risk and may result in immediate disciplinary action.

Residents must not access roofs, external ledges, balconies, or other restricted building areas, or climb out of windows in a way that presents a safety risk.

### c) Prohibited Items and Hazardous Materials

To protect the safety, security, and wellbeing of residents, staff, and visitors, certain items are not permitted within university accommodation.

Residents must not bring into, keep, store, charge, or use any item that presents a risk to health, safety, property, or the reasonable enjoyment of accommodation by others, including but not limited to the items listed below.

#### Prohibited Items:

PROHIBITED ITEM	REASON / RISK
Firearms, imitation firearms, airsoft weapons, BB guns, pellet guns, crossbows, or replica weapons	Risk to safety and potential for intimidation or misuse
Fireworks, explosives, or flammable substances	Fire and explosion risk
Portable heaters or unapproved electrical heating appliances	Fire hazard and electrical risk
Gas cylinders, camping stoves, or fuel canisters	Fire and explosion risk
Electric scooters, electric bikes, hoverboards, or other lithium-battery powered transport devices stored or charged inside accommodation	Fire risk associated with lithium battery charging
Candles, incense burners, oil burners, or other open-flame devices	Fire hazard
Hazardous chemicals or substances not required for academic study	Health and safety risk
Cooking appliances such as rice cookers, hot plates, grills, air fryers, or similar devices used in bedrooms	Fire hazard

Where an item is considered to present an immediate risk to safety, security, or wellbeing, the University reserves the right to remove or secure the item without prior notice. Items may be retained until arrangements are made for safe collection or disposal.

Any reasonable costs incurred in storing, securing, removing, or disposing of prohibited items may be recovered from the resident responsible.

Residents who are unsure whether an item is permitted should seek clarification from Residential Services before bringing it into university accommodation.

The University reserves the right to determine whether an item presents a safety or management risk within accommodation.

### d) Replica Weapons and Imitation Firearms

Items that resemble or imitate firearms or weapons, including airsoft guns or replica firearms, are not permitted within university accommodation.

Such items may cause alarm or safety concerns and may result in an emergency response from University Security or external authorities. Where identified, the University may take immediate action to secure or remove the item and may refer the matter to the appropriate authorities.

Any costs arising from emergency responses, safety interventions, or damage associated with these items may be recovered from the resident responsible.

### e) Fire, Safety and Security Standards

Fire, safety, and security measures are in place to protect the safety and wellbeing of residents, staff, visitors, and property within university accommodation. Compliance with these requirements is mandatory.

Failure to comply with fire, safety, or security requirements may place individuals at risk and may result in action under these Residence Regulations, including disciplinary action, removal of prohibited items, financial charges, and/or referral to external authorities where appropriate.

In accordance with the **Regulatory Reform (Fire Safety) Order 2005**, residents have a legal duty to cooperate with the University in maintaining fire safety standards and to follow instructions given by university staff or emergency services.

### Fire, Safety and Security Requirements

AREA	WHAT THIS MEANS
<b>Fire Safety &amp; Equipment</b>	Interfering with fire safety equipment (including alarms, detectors, fire doors, or firefighting equipment) is prohibited and may be a criminal offence. Fire doors must not be wedged open or obstructed. The University may remove any items that compromise fire safety.
<b>Smoking &amp; Vaping</b>	Smoking and vaping are prohibited inside accommodation buildings. This applies to all internal areas. Smoking is only permitted in designated outdoor areas where provided.
<b>Evacuation &amp; Emergency Response</b>	Residents must evacuate immediately when a fire alarm sounds and follow all instructions. Failure to do so will be treated as a serious breach.
<b>Electrical Safety</b>	Electrical items must be safe and suitable for UK use (CE/UKCA marked). Personal heaters and high-risk appliances are not permitted unless authorised. Charging of e-bikes or e-scooters is not permitted unless approved following risk assessment.
<b>Storage &amp; Escape Routes</b>	Corridors, stairwells, and communal areas must be kept clear. Items must not be stored in these areas or attached to fire doors. Bicycles must be stored in designated areas only.
<b>Kitchen &amp; Cooking Safety</b>	Cooking must not be left unattended. Activities creating fire risk may be treated as a breach of regulations.
<b>Prohibited Items (Fire Risk)</b>	Fireworks, explosives, gas canisters, and other flammable materials are not permitted.
<b>Enforcement &amp; Consequences</b>	Breaches may result in disciplinary action, removal of items, cost recovery, and referral to Security or external authorities where appropriate.

#### f) Additional Fire Safety Responsibilities

Residents must not:

- cover, remove, damage, or interfere with smoke or heat detectors
- obstruct fire detection equipment or firefighting equipment
- undertake activities that deliberately or negligently trigger fire alarms

Serious breaches of fire safety requirements may constitute a criminal offence and may be reported to the relevant authorities.

Where non-compliance results in damage, additional cleaning, emergency callouts, or increased risk to others, the University may recover associated costs in accordance with the Residential Services Charges Policy.

#### g) Exceptional Circumstances / Force Majeure

The University will not be liable for any failure or delay in performing its obligations under these Residence Regulations where this results from events beyond its reasonable control. Such events may include, but are not

limited to, severe weather, public health emergencies, utility failures, acts of terrorism, fire, flood, or instructions from emergency services or government authorities.

Nothing in this section limits the University's statutory obligations under the Renting Homes (Wales) Act 2016 or other applicable legislation. Where such obligations apply, the University will continue to meet them as far as reasonably practicable.

## 6. DISCIPLINARY POLICY

This section explains how breaches of the Residence Regulations may be investigated and addressed through the Residential Disciplinary Procedure.

The disciplinary matrix below outlines the types of incidents or breaches that may occur within university accommodation and the possible sanctions that may apply. It provides a clear and consistent framework for managing behaviour fairly and proportionately.

### Purpose of the Residential Disciplinary Procedure

PURPOSE	WHAT THIS MEANS
<b>Clarity for students</b>	Explains which behaviours are unacceptable and the potential consequences, supporting understanding of responsibilities and expectations.
<b>Promoting a safe environment</b>	Helps maintain a safe, respectful, and orderly residential community by discouraging disruptive, dangerous, or harmful behaviour.
<b>Escalation framework</b>	Establishes a structured hierarchy of offences, allowing repeated or serious breaches to be addressed through escalating disciplinary action.
<b>Formal record</b>	Provides an official reference for students and staff, supporting transparency, consistency, and fair decision-making.

#### a) Misconduct

The following examples illustrate behaviours that may be treated as misconduct within university accommodation. This list is not exhaustive.

#### Serious Incidents and Temporary Suspension Measures

AREA	WHAT THIS MEANS
<b>Alcohol</b>	Students are responsible for their behaviour while under the influence of alcohol. Misconduct may result in disciplinary action.
<b>Drugs</b>	The use, possession, or supply of controlled drugs is prohibited and may be reported to South Wales Police. Breaches may result in disciplinary action, including exclusion from accommodation. A zero-tolerance approach applies; cases will be considered individually with regard to welfare and proportionality, in line with Universities UK guidance.
<b>Temporary Suspension</b>	The Head of Residential Services may suspend a student from accommodation for up to 14 days where necessary to protect safety or wellbeing. This is a precautionary measure and does not imply guilt.
<b>Suspension During Investigations</b>	The Vice-Chancellor or nominee may suspend a student where conduct is subject to police investigation or prosecution.
<b>Communication</b>	Students will be informed in writing of the reasons, duration, and review arrangements for any suspension.

#### b) Relocation Due To Incidents

Where incidents within a flat raise safeguarding or welfare concerns, the Head of RS may require one or more students to be temporarily relocated while the situation is assessed.

Temporary relocation is a precautionary safeguarding measure and does not imply fault or disciplinary action. The University will seek to minimise disruption and provide appropriate support during this period.

Where a student is subject to police bail conditions, court orders, or other legal restrictions, temporary relocation may also be required to ensure compliance with those conditions and protect the safety of all residents.

### Important Information About Temporary Relocation

PRINCIPLE	WHAT THIS MEANS
Safety	Relocation is used to protect the welfare and safety of those involved.
Fair decision-making	Decisions are made by the Head of RS or an authorised delegate based on the seriousness and impact of the incident.
Legal compliance	Students must comply with relocation where required to meet legal or safeguarding obligations.
Clear communication	Written confirmation will explain the reasons, duration, and any support available.
Support	Students may be signposted to appropriate support services.
Cost	If alternative accommodation is more expensive, the University will cover the difference.
Privacy	Incidents will be handled sensitively and confidentially.
Outcome	Once the investigation concludes, students will be informed whether they may return or if alternative arrangements are required.

### c) Disciplinary Matrix

This table is not exhaustive and serves as an example of sanctions to be considered.

**Residential Disciplinary Matrix** - This list is not exhaustive.

OVERSEEN BY	CATEGORY	INCIDENT / BREACH OF REGULATION	POSSIBLE SANCTIONS
Residence Life Officer	A	Low-level noise disruption; excessive lockouts (3 times); dirty or untidy communal areas; accidental damage; items in corridors or escape routes; unsafe electrical equipment; failure to comply with parking regulations	Formal verbal warning; recharge for damage or administrative costs; attendance at Fire Safety Awareness course
Residence Life Officer	B	Deliberate or significant noise disruption; distribution of promotional material; petty theft; unauthorised guests; propping open fire doors; accidental false alarm activation; repeated Category A offences	Formal written warning; recharge for damage or administrative costs; Fire Safety Awareness course; not eligible to apply for university accommodation in the following academic year

<b>Residence Life Officer</b>	<b>C</b>	Unauthorised animals in residences; accessing restricted areas; deliberate damage to property; smoking or vaping in non-smoking areas; failure to cooperate during fire alarms; theft; repeated Category B offences	Sanctions may include those in Categories A–B, plus: notification to Head of Department and tutor; ineligibility for university accommodation
<b>Residence Manager (or deputised RM)</b>	<b>D</b>	Assault; throwing items from windows; possession of prohibited items (e.g., fireworks or weapons); bullying or intimidation; illegal drugs; harmful or inappropriate use of social media; harassment of staff or contractors; tampering with fire safety equipment; commercial misuse of premises; repeated Category C offences	Sanctions may include those in Categories A–C, plus: behavioural contract; referral to Dignity at Work and Study procedures; room or residence transfer; Academic Registry referral
<b>Residential Manager &amp; Head of Residential Services</b>	<b>E</b>	Serious assault; sexual misconduct; drug dealing; major criminal damage; significant theft; activities posing serious risk to life or safety; conduct bringing the University into serious disrepute; repeated Category D offences	Referral to police; permanent exclusion from residence; ineligibility for university accommodation; Academic Registry referral

Decisions will be made based on the balance of probabilities, taking into account the information available at the time.

## 7. CHARGES POLICY

### a) Where Charges Apply

To maintain high standards in university accommodation and help keep rents affordable for all students, the University may recover reasonable costs associated with damage, loss, or excessive cleaning that goes beyond normal fair wear and tear. This approach ensures that resources can be reinvested in maintaining safe, comfortable, and well-equipped living spaces for current and future students.

Charges will be applied proportionately, based on available evidence, and only where responsibility can reasonably be established.

Students will not be charged for fair wear and tear. Fair wear and tear refer to the reasonable deterioration of fixtures, fittings, furnishings, and decoration resulting from normal day-to-day use over time. This includes, for example, minor scuffs to walls, slight carpet flattening, or general ageing of furniture, provided the accommodation has been used responsibly and in accordance with the Residence Regulations.

The University is committed to applying charges fairly, transparently, and only where necessary. The circumstances in which charges may be applied, together with the guiding principles for their implementation, are set out below.

### 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.

### Damage, Repairs and Associated Charges

AREA	WHAT THIS MEANS
<b>Types of Damage</b>	<b>Repairable damage:</b> Where an item or area can be repaired (e.g. wall scuffs or broken fixtures), charges will reflect the reasonable cost of labour and materials. <b>Furniture and fittings:</b> Where items are missing or beyond repair, the full replacement cost may be charged.
<b>Investigation Requirements</b>	Charges will only be applied following an investigation to establish how the damage occurred. Students will be provided with a clear explanation of the issue and a breakdown of the potential or confirmed costs. Where unreported damage is identified after a student has vacated the accommodation, charges may be applied directly. A meeting will not normally be required unless requested by the student.
<b>Community Responsibility</b>	Residents 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. Prompt reporting of damage is encouraged to help avoid group charges.
<b>Transparency of Charges</b>	All charges will be documented clearly, and copies of relevant invoices will be available upon request. An administration fee of up to <b>15%</b> may be applied to cover processing costs, capped at a maximum of <b>£50.00</b> .

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 are 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.

#### b) 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.

#### c) Independence of Appeals and Reviews

Any appeal or review will be considered by a member of staff, or panel, who has had no prior involvement in the matter being appealed. This ensures that decisions are made impartially and based solely on the information presented at the appeal stage.

Where a panel is convened, it will normally include a Chair and at least one other trained member of staff. All panel members will be independent of the original decision-making process.

### 8. COMPLAINTS/APPEALS

We are committed to ensuring a fair, transparent, and timely process for addressing accommodation-related concerns. The Complaints Procedure provides students with an opportunity to raise issues, have them considered impartially, and receive a clear response based on the information available.

Students are encouraged to raise concerns as soon as possible so that issues can be addressed quickly and effectively. Where appropriate, concerns may be resolved informally in the first instance; however, students always retain the right to submit a formal complaint.

If you wish to make a complaint, please follow the process outlined below. Full details of the Complaints Procedure, including timescales and escalation routes, can be found here: [Complaints Procedure](#)

### Accommodation Complaints Procedure

STAGE	WHAT THIS MEANS
<b>Who can submit a complaint</b>	Complaints should normally be submitted by the student directly affected. In exceptional circumstances, a third party may submit a complaint where <b>written consent</b> from the student has been provided.
<b>Submission deadline</b>	Complaints must be submitted within <b>90 calendar days</b> of the incident or issue giving rise to the complaint. Extensions may be considered where there are valid reasons for delay, such as illness or bereavement.
<b>Confidentiality</b>	All complaints will be managed sensitively and confidentially, in line with data protection requirements. Information will be shared only where necessary to investigate and resolve the complaint.
<b>External escalation</b>	Once the University's internal procedure is complete, you may be eligible to refer your complaint to the <b>Office of the Independent Adjudicator for Higher Education (OIA)</b> . Details will be provided with the Final Review outcome.
<b>Additional considerations</b>	Where complaints involve safeguarding, welfare, or serious misconduct, the University may take interim action while the complaint is under consideration. Where complaints overlap with other procedures, you will be advised which process applies.

### Which Procedure Applies

Once the University's internal complaints or appeals procedures have been completed, students may be eligible to refer their complaint to the Office of the Independent Adjudicator for Higher Education (OIA).

The OIA is an independent body that reviews student complaints about higher education providers. Information on how to make a complaint to the OIA will be provided with the Final Review outcome.

### Payment Of Accommodation Fees

Some matters may involve overlapping issues, such as conduct, welfare, safeguarding, or service delivery. In these cases, the University will determine which procedure is most appropriate to address the issue.

Where more than one procedure could apply, the University will confirm in writing which process is being followed and explain the reasons for this decision. Students will be informed of their rights, any applicable timescales, and available support.

Safeguarding or welfare actions may be taken alongside, but separately from, disciplinary or complaints procedures where necessary to protect the wellbeing of residents.

### Payment For Charges:

All charges for damage or additional costs must be paid in full on or before the next scheduled accommodation payment due date. Where charges are incurred after all accommodation fees have been paid, payment must be made within **one month** of the charge being issued.

### **Financial Difficulties**

Students who are unable to pay charges in full due to financial difficulty should contact the Finance Department as soon as possible to discuss available options. If you have any questions regarding payments, instalment plans, or outstanding balances, please contact the Finance Team:

## APPENDIX A – ACCOMMODATION FEES

All accommodation fees are collected and administered by the University's **Finance Department**. Information on payment methods, instalment plans, and managing your student account is available on the Finance webpages: [www.swansea.ac.uk/finance-swansea-university/](http://www.swansea.ac.uk/finance-swansea-university/)

### UNIVERSITY DEBT MANAGEMENT PROCEDURE

#### Introduction

This document sets out the procedure for managing residential student debt and applies to all students holding an Occupation Contract with the University.

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. The procedure relates to all accommodation fees and additional residential charges payable to the University.

This procedure supports the University in managing accommodation-related debt effectively and consistently.

#### Support For Students

In applying the procedure, the University will at all times seek to be sympathetic to and understanding of individual students' financial circumstances. However, for the University to do so, students must communicate with the University if they are experiencing financial difficulties.

Students experiencing financial difficulty in paying their accommodation fees should seek help at the earliest opportunity from the Accommodation Finance Team.

The Accommodation Finance Team is available:

- Via email [accommcontracts@swansea.ac.uk](mailto:accommcontracts@swansea.ac.uk)
- Via [live chat](#).

Additional advice and support are also available from:

- [Money Advice Team - Swansea University](#)
- [The Student Union Advice and Support Centre](#)

This procedure should be read in conjunction with the Occupation Contract and Residence Regulations, which set out the full terms of the agreement.

#### Accommodation Fees

Accommodation Fees are set annually by the University and are published on the accommodation website. Fees are inclusive of utilities unless otherwise stated.

#### Payment of Fees

Accommodation Fees may be paid:

1. Via the University payment portal or approved payment providers (e.g. Convera)
2. In full in advance, or by agreed instalments as set out in the Occupation Contract

### **Advance Notice (7–10 days before due date)**

Students will receive an invoice by email to their university account confirming:

- Amount due
- Payment date
- Payment methods

### **Stage 1 – First Reminder (7 days overdue):**

A reminder will be issued where payment has not been received by the due date.

### **Stage 2 – Second Reminder (14 days overdue):**

Students will be notified that:

- Payment remains outstanding
- Immediate payment is required
- They may be asked to engage with the Accommodation Finance Team

Students are encouraged to contact the Accommodation Finance Team at any stage to discuss their circumstances and explore available support options, including a repayment plan where appropriate.

### **Stage 3 – Final Reminder / Engagement (21 days overdue):**

Students will receive formal notification that:

- Their account remains unpaid
- They are required to attend a meeting with the Accommodation Finance Team

Students may be accompanied by a representative (e.g. Students' Union or friend).

### **Stage 4 – Escalation (28 days overdue):**

Where payment remains outstanding and no satisfactory engagement has taken place:

- The University may refer the outstanding balance to a third-party debt collection agency where appropriate.
- The agency may take further action, which may include legal proceedings

The University reserves the right to recover reasonable costs associated with debt recovery, including:

- Agency fees
- Legal costs
- Administrative costs

Students are strongly encouraged to engage with the University before this stage to avoid escalation.

### **Release And Outstanding Debt**

Where a student is released from their Occupation Contract:

- Financial liability will end following completion of the 6-week notice period
- The 6-week notice period commences from the date the release request is submitted and cannot be backdated.
- Any outstanding Accommodation Fees remain payable

Students may contact the Accommodation Finance Team to agree a repayment plan where appropriate.

### **Additional Charges**

Any additional charges applied under the Residence Regulations will:

- Become payable in line with the next scheduled payment date
- Be recoverable through the same process as Accommodation Fees

### Previous Debt And Future Applications

The University may take previous accommodation debt or non-payment into account when assessing future accommodation applications.

Each case will be considered on an individual basis.

The University will apply this procedure consistently and reasonably, taking into account individual circumstances where appropriate.

Tel: +44 (0)1792 295432 or Email: [accommfinance@swansea.ac.uk](mailto:accommfinance@swansea.ac.uk)

### Support For Students

1. Students experiencing financial difficulty in paying their accommodation fees should seek help at the earliest opportunity from the [Finance Department](#).
2. Additional advice and assistance are also available from:
3. [Money Advice Team](#)
4. [The Students' Union Advice and Support Centre](#)

## APPENDIX B – ELIGIBILITY AND CANCELLATION

### Eligibility for Accommodation

While the accommodation contract is legally separate from academic registration, University accommodation is provided on the basis that residents are registered students of the University. Where a resident does not enrol, withdraws, defers or suspends their studies, this may trigger eligibility for release from the accommodation contract in accordance with this policy.

Where a resident is no longer a registered student, they will not normally be eligible to remain in accommodation and must follow the contract release process set out in this policy.

### Legal Status of Accommodation Contracts

Accommodation contracts issued by Swansea University are occupation contracts issued under the Renting Homes (Wales) Act 2016.

An accommodation contract becomes legally binding when the resident accepts the accommodation offer.

Physical occupation of the accommodation is not required for the contract to take effect.

From this point the resident becomes financially liable for accommodation fees in accordance with the contract terms.

Accommodation contracts are separate from a student's academic registration, and changes to academic status do not automatically terminate the accommodation contract.

### Cancellation Shortly After Acceptance

Residents may request cancellation of their accommodation contract within 7 calendar days of accepting the offer.

Where cancellation is approved:

- the contract will be terminated
- the room will be returned to the accommodation allocation pool
- the Advance Rent Payment may be refunded in accordance with university procedures.

After this period the accommodation contract remains legally binding.

### Financial Liability.

Residents remain financially liable for accommodation fees until:

- the University formally confirms release from the accommodation contract in writing; or
- the accommodation has been re-allocated and a new contract begins.

Submission of a request to be released from the accommodation contract does not automatically terminate the contract.

### Mitigation of Loss

Where a resident leaves accommodation early, the University will take reasonable steps to mitigate financial loss by re-letting accommodation where reasonably practicable.

The University manages accommodation across multiple residences and room types, and re-letting accommodation may involve allocating new residents to alternative available rooms.

The existence of vacant rooms within the accommodation portfolio does not necessarily mean that the specific accommodation contract can be immediately replaced.

### **Requests to Withdraw Before the Contract Start Date**

After the cancellation period has expired, residents remain liable for accommodation fees unless the University agrees to release them.

The University may consider releasing residents in the following circumstances.

#### **3.1 Student does not enrol**

Where a resident:

- does not enrol at the University
- withdraws before arrival
- defers their studies

the resident may request release from the accommodation contract.

A 6-week notice period will apply from the date the Tenancy Release Request Form is submitted, subject to confirmation of the resident's academic status by Academic Registry

Residents remain financially liable for accommodation fees during this notice period.

#### **3.2 Visa refusal**

Residents who are unable to study in the UK due to visa refusal may be released from their accommodation contract upon provision of official documentation.

#### **3.3 Exceptional circumstances**

Residential Services may consider requests for release in exceptional circumstances such as serious illness or significant personal hardship.

Requests must normally be supported by appropriate evidence and will be considered at the discretion of the University.

### **Failure to Arrive**

Residents are expected to take up occupation of their accommodation from the start date of their contract.

Residents who intend to arrive after the contract start date must notify Residential Services in advance.

Where a resident fails to arrive within 7 calendar days of the contract start date and has not notified Residential Services of a delayed arrival, the University may treat the accommodation as unoccupied and available for reallocation.

Failure to arrive does not in itself terminate the accommodation contract, and the resident may remain financially liable for accommodation fees in accordance with the contract terms.

In such circumstances the University may:

- reallocate the accommodation to another resident; and
- take reasonable steps to mitigate financial loss.

Residents may remain financially liable for accommodation fees until the accommodation has been re-let or the contract has otherwise been terminated.

### **Requests to Leave After the Contract Start Date**

Once the accommodation contract has commenced, residents remain responsible for accommodation fees for the full contract period unless one of the following applies.

#### **5.1 Withdrawal or suspension from studies**

Where a resident:

- withdraws from studies
- suspends studies
- fails to enrol

the resident may request release from the accommodation contract.

A 6-week notice period will apply from the date the Tenancy Release Request Form is submitted, subject to confirmation of the resident's academic status by Academic Registry

Residents who vacate their accommodation without submitting a Tenancy Release Request Form will remain financially liable for accommodation fees until the University receives formal notification and confirms release from the accommodation contract.

#### **Advance Rent Payment**

The Advance Rent Payment will normally be applied towards accommodation charges due under the contract.

Where a contract ends early, any outstanding accommodation fees may be deducted from the Advance Rent Payment.

#### **Requesting Release**

Residents wishing to request release from their accommodation contract must complete the Tenancy Release Request Form and provide supporting evidence where required.

Submission of a Tenancy Release Request Form does not in itself terminate the accommodation contract and does not end financial liability.

Residential Services will review requests and confirm the outcome in writing.

#### **Discretion to Release from Contract**

The University is not required to release a resident from their accommodation contract before the end of the contract period.

Any agreement to release a resident from their accommodation contract before the contractual end date is granted entirely at the discretion of the University and will normally be considered only in the circumstances outlined in this policy.

Where a release is approved, the University will confirm in writing:

- the date the contract will end; and
- any financial liability that remains payable.

Until written confirmation of release has been issued by the University, the accommodation contract remains legally binding, and the resident remains responsible for accommodation fees in accordance with the contract.

### **Multiple or Duplicate Release Requests**

Where a resident submits more than one Tenancy Release Request Form relating to the same accommodation contract, Residential Services will normally treat the **earliest valid request** as the formal notification date.

Submitting additional forms, changing the reason for the request, or providing additional information after the initial submission will not reset or shorten the notice period, unless Residential Services determines that a materially different circumstance has arisen.

Residential Services reserves the right to disregard duplicate requests that do not provide new or materially relevant information.

### **Transparency and Fairness**

The University is committed to ensuring that accommodation contract terms are clear, transparent, and applied consistently to all residents.

This policy explains the circumstances in which a resident may request release from their accommodation contract and how financial liability will be calculated where a contract ends early.

The policy is intended to ensure that accommodation arrangements are administered fairly and in accordance with relevant legislation, including the Renting Homes (Wales) Act 2016 and applicable consumer protection law.

## APPENDIX C – DEPARTURE INFORMATION

### Post-Tenancy / Departure Checklist

As your time in university accommodation comes to an end, it is important to plan ahead and prepare your room for departure in line with your contract end date. Leaving your accommodation in a clean, tidy, and well-maintained condition helps us conduct final inspections efficiently and ensures rooms can be prepared promptly for incoming residents or guests.

Please allow sufficient time before your departure to clean your room and any shared areas, remove all personal belongings, and dispose of waste responsibly. You remain responsible for the condition of your accommodation until the official end of your tenancy and the return of all keys and access devices.

Following the steps below will help avoid unnecessary charges, reduce delays at check-out, and support a smooth and efficient departure process for everyone involved.

### Preparing for Departure

STEP	WHAT YOU NEED TO DO
<b>Plan Ahead</b>	Check your contract end date and ensure you vacate your room on time. Make travel arrangements in advance and review the check-out procedures for your residence.
<b>Clean Thoroughly</b>	Leave your room clean, tidy, and free of personal belongings. Shared areas must be cleaned collectively by all flatmates. Pay particular attention to ovens, microwaves, fridges, and floors to avoid cleaning charges.
<b>Dispose of Waste Responsibly</b>	Bag all rubbish and recycling and use the designated bins. Do not leave items in corridors or outside your flat, as this may result in charges.
<b>Return Keys on Time</b>	Return all keys, fobs, and access cards by the specified deadline. Lost or late returns may result in replacement charges.
<b>Pack Responsibly</b>	Take only what you need and consider donating, recycling, or selling unwanted items. Charity or collection points may be available during departure periods.
<b>Redirect Your Mail</b>	Update your postal address before leaving, as mail will not be forwarded after your tenancy ends.
<b>Report Any Damage</b>	Inform the accommodation team of any damage before departure to ensure fair and accurate billing.
<b>Empty Fridges &amp; Freezers</b>	Remove and dispose of all food before leaving.
<b>Secure Your Room</b>	Close and lock windows, switch off appliances and lights, and lock your room door when leaving for the final time.

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

## APPENDIX D – SERVICE LEVEL STATEMENT

The appendices provide supporting operational guidance and do not form part of the enforceable Residence Regulations.

### Residential Services Service Level Statement

The following appendices provide supporting information relating to accommodation services. These appendices do not form part of the enforceable Residence Regulations but are provided for transparency and guidance.

### Scope of This Service Level Statement

This Service Level Statement (SLS) applies to student accommodation managed directly by Swansea University RS under formal partnership arrangements. It defines the scope of accommodation covered and the respective responsibilities of Swansea University, CODI GROUP, and UPP. RS ensures that all accommodation is prepared to a high standard before student arrivals.

### Exclusions

This Service Level Statement applies only to accommodation delivered through the UPP and CODI GROUP partnership arrangements and managed by Swansea University Residential Services. It does not apply to privately owned Purpose-Built Student Accommodation (PBSA) or private landlords.

### Facility Preparation Standards

AREA	PREPARATION STANDARD
<b>Bedrooms</b>	Surfaces are clean and dust-free Carpets vacuumed and free from significant stains Notice boards clean where provided Clean mattress protector supplied Curtains clean and intact Soft furnishings in good condition • Bedroom door lock secure and fully functional
<b>Bathrooms</b>	All sanitaryware clean and in good condition Taps, showers, and toilets fully operational Plugs provided where applicable Sealant intact and free from mould • Tiles secure and grouting clean Shower curtains (where used) clean and mould-free • Floors clean and in good condition
<b>Kitchens</b>	Appliances fully operational Equipment clean and free from residue Freezers defrosted prior to arrival, empty and at operating temperature Work surfaces free from dust and dirt Cupboards empty and clean Floors clean and in good condition
<b>Communal &amp; Circulation Areas</b>	Corridors and stairwells clear, tidy, and hazard-free Floors clean and in good condition Carpets vacuumed and free from major stains Windows clean internally and externally Entrance door locks fully functional

Note: These standards apply at the point of first occupation. In shared accommodation, ongoing cleanliness and condition of communal areas become the shared responsibility of residents after arrival.

### Responsibilities and Partnership Arrangements

SITE / ARRANGEMENT	ACCOMMODATION COVERED
Bay Campus (UPP Partnership)	All Bay Campus accommodation blocks operated under the UPP / Swansea University partnership agreement.
Singleton Campus (CODI GROUP Registered Social Landlord)	All accommodation blocks on Singleton Campus are operated under the CODI GROUP Registered Social Landlord (RSL) agreement.
Beck House (CODI GROUP Registered Social Landlord)	The full Beck House complex, including cluster flats and houses, operated under the CODI GROUP Registered Social Landlord (RSL) agreement.

### Swansea University RS Responsibilities

AREA	RESPONSIBILITY
Service standards	Setting, monitoring, and reviewing service standards across all UPP and CODI GROUP -operated accommodation.
Pre-arrival preparation	Preparing rooms and designated communal areas before student arrival.
Repairs coordination	Coordinating and overseeing repairs and maintenance through CODI GROUP or approved contractors.
Cleaning services	Managing cleaning services for designated areas.
Student administration	Managing student allocations, accommodation contracts, enquiries, and complaints.
Regulatory compliance	Ensuring compliance with the UUK/ANUK Code of Practice.
Statutory safety	Overseeing statutory safety compliance across all residences (including fire, gas, electrical, and legionella safety).
Student liaison	Acting as the primary point of contact for students in relation to accommodation matters.

### CODI GROUP – Registered Social Landlord - (Singleton Campus and Beck House)

AREA	RESPONSIBILITY
Landlord role	Landlord responsibilities for Singleton Campus and Beck House accommodation.
Building fabric	Maintenance of building fabric and structural elements.
Statutory inspections	Conducting statutory inspections (including gas, electrical, and fire safety).
Maintenance delivery	Delivering planned and reactive maintenance services.
Partnership working	Working in partnership with Swansea University to resolve building-related issues and maintain resident safety.

### UPP – Bay Campus and Rod Jones Halls Partnership

AREA	RESPONSIBILITY
Infrastructure	Building infrastructure, fabric, and maintenance at Bay Campus and Rod Jones Halls.
Statutory compliance	All statutory compliance and certification.
Maintenance services	Planned and reactive maintenance services.
Partnership working	Working collaboratively with Swansea University RS to address issues affecting residents.

### Legislative Compliance

RS ensures that all university accommodation is operated in full compliance with relevant legislation and recognised regulatory frameworks, including the following:

- Renting Homes (Wales) Act 2016 (RHW)
- All occupation contracts issued under the CODI GROUP Registered **Social Landlord (RSL)** arrangement at Singleton Campus and Beck House comply with the requirements of the Renting Homes (Wales) Act 2016.

Students are provided with the required written statements, prescribed information, and statutory certification as part of the pre-arrival induction process and contract documentation. Swansea University works closely with CODI GROUP to ensure continued compliance with requirements relating to fitness for human habitation, safety standards, and statutory notice procedures.

### Rent Smart Wales (RSW)

Swansea University RS is a registered and licensed managing agent under **Rent Smart Wales** (Agent Licence No. **LR-50148-61747**). As the University issues occupation contracts and undertakes day-to-day accommodation management activities, it is required to hold an agent licence in accordance with Welsh housing legislation.

Although accommodation operated under the CODI GROUP RSL arrangement does not constitute private-sector domestic tenancies, Swansea University maintains full Rent Smart Wales registration and licensing to reflect its management responsibilities and to ensure compliance with the Housing (Wales) Act 2014, the Renting Homes (Wales) Act 2016, and associated statutory duties.

### UUK / ANUK Code of Practice

RS operates in accordance with the UUK / ANUK Code of Practice for the Management of Student Housing, which sets national standards for the quality, safety, and management of student accommodation.

- Singleton Park Campus and Beck House are covered under the UUK Code of Practice through partnership arrangements with CODI GROUP.
- Bay Campus accommodation, operated in partnership with UPP, is accredited under the ANUK Code of Standards for Larger Student Developments.

RS works in full partnership with **CODI GROUP** and **UPP** to ensure that all accommodation meets the required standards of safety, quality, management, and student welfare set out within the applicable Codes.

## APPENDIX E – COMPENSATION POLICY

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

This policy sets out the principles and process by which RS assesses and responds to student claims relating to interruptions to, or failures of, essential services within university accommodation. It operates in line with the **Renting Homes (Wales) Act 2016**, **Rent Smart Wales** requirements, and **Universities UK (UUK)** guidance, ensuring accommodation is fit for human habitation and that students are treated fairly and consistently.

### Purpose and Principles

RS is committed to providing safe, secure, and properly functioning accommodation. While every effort is made to resolve issues promptly, compensation may be considered in limited circumstances where a significant service failure has materially affected the reasonable use of the accommodation.

### Compensation Criteria and Claims Process

AREA	WHAT THIS MEANS
<p><b>When compensation may be considered</b></p>	<p>Compensation may be considered where <b>all</b> of the following apply:            The service disruption continued for <b>more than 48 hours</b> from the time it was first reported to RS or an appointed contractor.            No suitable alternative services or accommodation were provided during the disruption.            The disruption resulted in a <b>material loss of amenity</b>, affecting your ability to reasonably use the accommodation.            Any compensation awarded is calculated based on the <b>net rent paid</b> for the affected period and excludes catering or other non-accommodation charges (where applicable).</p>
<p><b>When compensation will not be payable</b></p>	<p>Compensation will not normally be provided where the issue arose from:            Events outside the University's reasonable control, including extreme weather, frost damage, or fuel, utility, or material shortages.            Isolated mechanical or technical failures where reasonable repair timescales were followed.            Behavioural issues or disturbances caused by flatmates or neighbours (these are addressed under separate disciplinary procedures).            Minor or temporary service disruptions that were resolved within a reasonable timeframe.            Where alternative accommodation has been offered.</p>
<p><b>How to submit a compensation claim</b></p>	<p>To request compensation, you must:</p> <ol style="list-style-type: none"> <li><b>Report the issue promptly</b> using the designated maintenance or helpdesk reporting system.</li> <li><b>If the issue remains unresolved after 48 hours</b>, submit a compensation request by email to <a href="mailto:accommodation@swansea.ac.uk">accommodation@swansea.ac.uk</a>, clearly setting out:               <ul style="list-style-type: none"> <li>The nature of the issue</li> <li>The impact on your accommodation</li> <li>Any relevant supporting evidence</li> </ul> </li> <li><b>Review and outcome:</b> Requests will be reviewed within <b>10 calendar days</b>, and you will be notified of the outcome in writing. Where compensation is awarded, details will be provided on how it will be applied (for example, as a rent rebate or account credit).</li> </ol>

Compensation is not a substitute for timely repair or resolution and is not payable for routine inconvenience. Each case is assessed individually, taking account of the nature and duration of the disruption, the response provided, and whether suitable alternative arrangements were made.

### 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.

### Commitment to Fairness and Resolution

RS prioritises restoring services quickly and effectively over offering 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 Renting Homes (Wales) Act 2016, Rent Smart Wales requirements, and UUK's commitment to student wellbeing and accountability.

The University reserves the right to take reasonable action in response to behaviour or circumstances not explicitly described in these Residence Regulations where necessary to protect the safety, wellbeing, or effective management of university accommodation.

## APPENDIX F – STUDENT CHARTER

### Residential Services' Student Charter

#### Our Commitments to You

RS at Swansea University is committed to providing a safe, supportive, and high-quality living environment for all residents. We will deliver our services in line with the standards and commitments set out below.

#### Your Commitments as a Resident

Living in university accommodation is a shared community experience. As a resident, you have a responsibility to act considerately, respect others, and comply with the terms of your accommodation. The commitments below outline what is expected of all residents.

By accepting your Occupation Contract, you confirm your understanding of, and agreement to, these mutual commitments. Working together, we can create a positive, respectful, and inclusive living environment for everyone.

### Residential Services' Student Charter

OUR COMMITMENT TO YOU	WHAT THIS MEANS FOR YOU
<b>Compliance with Standards</b>	We adhere to all standards outlined in the UUK/ANUK Code of Practice.
<b>Accommodation Standards</b>	Your accommodation will be prepared in line with our Service Level Statement, and faults will be rectified within agreed time limits.
<b>Honest Information</b>	We provide accurate, realistic information about our accommodation and impartial housing advice.
<b>Safety and Security</b>	We provide safe, secure accommodation, including 24-hour security provision.
<b>Utility Provision</b>	We ensure the provision of essential utilities, including water, heating, and electricity.
<b>Cleaning Services</b>	We deliver quality cleaning services in all designated residential communal areas.
<b>Conducive Environment</b>	We foster an environment conducive to study, free from unreasonable noise, and signpost students to available support services.
<b>Transparency</b>	We operate transparently and provide relevant policies, procedures, and documentation upon request.
<b>Qualified Staff</b>	Our staff are appropriately qualified and trained to fulfil their responsibilities competently.
<b>Feedback and Complaints</b>	We actively seek feedback and maintain a clear and accessible Complaints Procedure.
<b>Responsive Services</b>	We provide responsive services and aim to offer a friendly, welcoming experience.
<b>Value for Money</b>	We are committed to delivering value-for-money accommodation through transparent pricing, clear standards, and responsive services.

STUDENTS RESPONSIBILITY	WHAT THIS MEANS FOR YOU
<b>Adhere to Residence Regulations</b>	Follow all terms, rules, and regulations outlined in your Accommodation Offer email, Occupation Contract, and the Residence Regulations.
<b>Respect for Others</b>	Treat all residents, staff, and contractors with politeness, dignity, and respect.
<b>Cultural Sensitivity</b>	Respect the diverse lifestyles, beliefs, and cultures of fellow residents.
<b>Community Consideration</b>	Be considerate of other residents and the local community, respecting their privacy and property.
<b>Noise Control</b>	Keep noise to a reasonable level, particularly at night, to avoid disturbing others.
<b>Hygiene Standards</b>	Maintain reasonable standards of tidiness and hygiene in all accommodation areas, especially food preparation spaces.
<b>Responsible Behaviour</b>	Act responsibly and in a way that supports the safety, security, and wellbeing of residents, staff, and the wider community.
<b>Security Responsibility</b>	Secure doors and windows, safeguard keys, and access devices, and report any suspicious activity.
<b>Cooperation</b>	Cooperate fully with investigations into security incidents, complaints, or disciplinary matters.
<b>Guest Conduct</b>	Take responsibility for the behaviour and actions of your guests and ensure they are aware of and comply with Residence Regulations.
<b>Timely Payments</b>	Pay all accommodation fees and charges by their due dates.
<b>Environmental Awareness</b>	Be environmentally responsible by conserving energy, reducing waste, and recycling appropriately.

#### Document Control

DOCUMENT INFORMATION	
<b>Document Title</b>	<i>Residential Services – Residence Regulations</i>
<b>Applicable Residences</b>	<i>University Allocated Residences</i>
<b>Academic Year</b>	<i>2026 / 2027</i>
<b>Version</b>	<i>2.1</i>
<b>Owner</b>	<i>Residential Services</i>
<b>Approved By</b>	<i>Director of Estates &amp; Campus Services</i>
<b>Approval Date</b>	<i>Jan-26</i>
<b>Review Date</b>	<i>Jan-27</i>
<b>Next Scheduled Review</b>	<i>Annual</i>
<b>Related Legislation</b>	<i>Renting Homes (Wales) Act 2016</i>
<b>Compliance Frameworks</b>	<i>Rent Smart Wales • UUK Code • ANUK Code</i>

The University may update these Residence Regulations where necessary to reflect changes in law, safety requirements, or operational needs. Updated regulations will be communicated to residents and published on the University website.

This document is a controlled policy of Swansea University Residential Services.  
Uncontrolled copies should not be relied upon as the most current version.