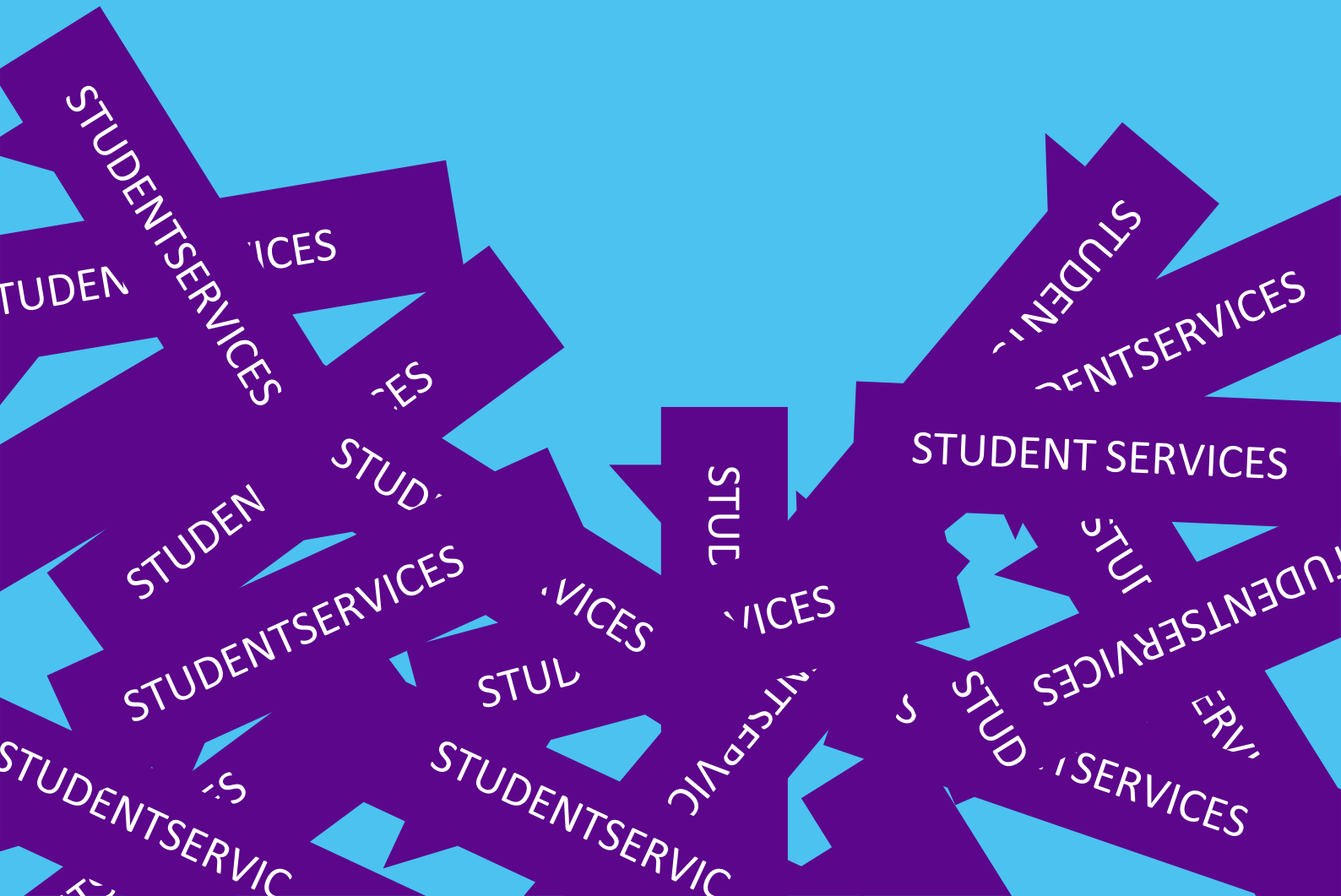


ACCOMMODATION

Arts University Bournemouth Halls of Residence

2024 / 25



ARTS UNIVERSITY BOURNEMOUTH

AUB Accommodation Customer Service Code

Purpose

This code establishes a set of specific customer service standards for AUB Halls of Residence, providing a balance of common-sense obligations and responsibilities to which AUB, halls management and student residents subscribe.

This code reflects the sector national codes frameworks to which halls management companies subscribe, appropriate AUB policies and legislation to which all parties should refer and always adhere.

This code has been developed through consultation with key stakeholders and acts in the best interests of the student residents in AUB Halls of Residence.

Scope

1. Administrative Processes
2. Services
3. Sense of Belonging

1. Administrative Processes

Bookings

AUB operates a direct booking system, via the online AUB Accommodation Portal. AUB will provide the following information via AUB website and/or AUB Accommodation Portal:

- 'How to Book' Guide
- Residence Agreement
- Halls of Residence descriptors
- Indicative Room Inventories
- Tenancy Lengths and Rents
- Link to relevant Code of Practice
- Contact details for AUB Accommodation Team

Students will read the Terms and Conditions of the residence agreement and will tick box to confirm acceptance of these before being able to complete the booking. Any queries should be raised with the AUB, prior to completing the booking.

Allocation & Adaptations

AUB allocation procedures comply with AUB EDI Policies and with the Equality Act 2010. Allocations are at the sole discretion of AUB and there is no right of appeal.

Students with needs, for which adaptations to accommodation may be necessary, will make a formal disability disclosure to AUB on or before commencing accommodation booking.

AUB will, in consultation with the student and halls management, allocate and arrange to make adjustments to meet the needs of disabled students; where needs, identified and evidenced through an appropriate assessment process, are reasonable as defined in the Equality Act 2010.

AUB will charge lowest room rate within its portfolio, for that room type, for rooms that have been designed and significantly adapted and are occupied by students with mobility/physical impairment.

Cancellations

AUB will provide clear details of the cancellation procedure in the AUB residence agreement.

Resident Periods and Rental Payments

AUB will set rents, which are inclusive of all utility bills, excluding a TV license and contents insurance, which students are recommended to purchase.

AUB will charge rental payments to the credit/debit card which is registered at time of booking.

AUB will display payment dates on the student online statement via AUB Accommodation Portal.

Students are liable for the rent of their booked room for the entirety of the residence period and will pay rent termly in advance, in three equal instalments.

Arrivals and Departures

Halls management will provide guidance, organise, and manage arrivals and departures.

Students will book arrival slot directly with Halls as part of the induction process required prior to move in.

AUB will provide pre-arrival webinars for all students. These will cover:

- Arrivals process
- What to bring / what not to bring to halls
- Halls facilities and local amenities
- Transport links
- What to expect in the first week
- Key contact details

Students will notify halls management of their intended departure date and adhere to halls departure procedures.

Complaints

Codes of Practice and Complaints AUB and halls management comply with the appropriate codes of practice for student accommodation (UUK/HE Guild and/or ANUK).

AUB and halls management will provide information on the applicable codes during the halls induction process and information will also be displayed within each halls of residence.

Students will contact halls staff in the first instance if unhappy with any aspect of living in AUB Accommodation. Further support can be obtained via AUB Student Accommodation and Advice Team, who can be contacted online, telephone and in person via accommodation@aub.ac.uk

Students can make use of the AUB Student Complaints Procedure and contact the AUB Senior Investigation Officer via complaint@aub.ac.uk

Students can contact the codes of practice if they are unhappy with any aspect of living at AUB.

2. Services

Maintenance & Repairs

Accommodation will be fit for purpose.

Students will report any faults/repairs via the required halls reporting procedure and in accordance with their residence agreement.

Students give consent for staff to access their room/studio/flat to rectify/complete reported faults/repairs.

Halls Management will carry out repairs in line with the Service Level Agreements in place with AUB and will give notice to both students and AUB when the repairs are due and have been completed.

Cleaning and Waste removal

Halls management will provide clean premises for all residents, maintaining the cleanliness of all common spaces throughout the site.

Halls management will implement a practice of kitchen inspections in accordance with their contract with AUB and ad hoc upon request from AUB as appropriate.

Students will keep their private flat and/or room/studio clean and to the required H&S of the halls management team and in accordance with their residence agreement.

Halls management will provide appropriate waste and recycling facilities on site and ensure that these are cleared regularly.

Students will dispose of all waste and recycling appropriately, as directed by halls management and AUB.

Security

Halls management will ensure staff will be available 24/7 on halls site for all residents.

Students will be provided with halls staff contact details and procedures in their induction, both online and in person upon arrival and check in.

AUB and halls management will provide 24hours notice before entering a private flat and/or room/studio unless there is a health & safety issue to which the staff are attending.

Students will only be given key access the private flat and/or room/studio for which they have a contract.

Students will adhere to halls guest terms, visitor sign in/out procedures and be responsible for the behaviour of their guests.

AUB and halls management reserve the right to deny access to or remove from the halls site any unauthorised person/s or any about whom substantiated complaints have been made.

Emergency exit procedure

Halls management will, upon request from AUB, devise personal emergency evacuation plans (PEEPS) for all students requiring assistance get to a designated safe place, or out of buildings in an emergency. These will be created in consultation with the student and will be in place within 24hours of arrival in halls.

3. Sense of Belonging

Behaviour

AUB, Halls Management and Students will be treated, always, in a professional and courteous manner.

In accordance with the protected characteristics set out in the Equality Act, AUB and Halls Management will not treat any student or group of students within the accommodation less favourably than any other.

Access to facilities

Students will be provided with access to toilets, showers and changing rooms in their accommodation that accord with the gender to which they identify.

Students shall have equity of access to all shared social spaces.

Activities and Events

AUB will provide a residential life programme, AUB Community, for students living in AUB Halls of residence, encompassing support for Wellbeing, Connectivity and Skills.

Halls management will complement the AUB Community programme with a programme of scheduled activities within halls.

Students shall have equity of access to all activities and events.

Health & Welfare

AUB and Halls management will provide students with details of support services, AUB and external including GP service and mental health support, which they can access as/when needed.

Students will follow guidance contained in halls induction for accessing medical attention.

Halls staff will facilitate first aid support if required on site and contact emergency services as needed, in accordance with agreements in place with AUB

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