Accommodation & Hospitality Services
Inconvenience Payment Policy

Purpose Statement
Accommodation & Hospitality Services is committed to providing you with a comfortable residential living environment that complies with health and safety requirements and the Universities UK Code of Practice.

Applicability and Scope
This policy applies to all residences managed by the University’s Accommodation & Hospitality Services (our Partnership schemes have their own arrangements). It covers the rare occasions when there is a loss of major services to a residence. It does not include incidents outside of the University’s control, such as a National Grid power cut or flash floods due to severe weather. This policy should be read in conjunction with our Heating Policy for Residences.

Our Responsibilities
The University will maintain University Managed residential accommodation to ensure that there is adequate heating for each bedroom, wc/shower area (where appropriate), communal area and circulation space.

We will provide you with temporary heating and/or alternative wash facilities where possible, or if feasible, offer to move you to different accommodation until the situation is rectified. Depending on the nature of the situation and for health and safety reasons, our Residence Teams may make the decision that you can’t remain in your accommodation. If you refuse the alternative accommodation offered, the Inconvenience Payment may be waived. Other incidents relating to accommodation which cause you an inconvenience, would be considered on a case by case basis.

We will deal with all reported repairs promptly and in accordance with the Estate Support Service’s Service Level Standards.

Inconvenience Payments
Should there be a loss of heating and/or hot water to your residence eg a boiler breakdown, which cannot be rectified within 48 hours of us being made aware of the problem, an inconvenience payment of 20% of the daily rental accommodation charge will be paid for every day until the utilities have been restored.