

Accommodation Services

Inconvenience Payment Policy - University Owned Accommodation

Purpose Statement

Accommodation 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 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 [Residences Heating Policy](#).

Our Responsibilities

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

Should a problem arise, 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 cannot 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 Estates & Facilities [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 credited to your Accommodation Account for every day until the utilities have been restored. We will send you an email to confirm the payment details and when to expect the credit to your account.

Original policy implementation date: August 2015

Last revision: June 2021

Next review date: June 2022

Policy owner: Senior Management Team, Accommodation Services