



## Accommodation and Hospitality Services

### University-owned and managed accommodation damages policy

#### Purpose Statement

To promote consistent and fair practice when dealing with damage attributed to residents or their guests.

#### Applicability & Scope

All residents/guests, who have a booking/contract for University-owned and managed accommodation.

#### Definition

Any loss or breakages, including accidental damage, up to a maximum of £7,000; this excludes damage caused by the University, its employees or agents and allowing for fair wear and tear.

#### Policy Statements

It is the policy of the University to recharge residents/guests for the full cost of damage caused to their accommodation during the period of the booking/contract up to £7,000. This is to maintain high standards ensuring future residents/guests enjoy the benefits of good quality accommodation. Also, it is important that accommodation charges paid is channelled into maintaining and improving the accommodation.

Where damage occurs in a communal area, for example common room or kitchen shared by residents, all residents will be jointly charged unless an individual claims personal responsibility within seven days of notification. Residents/guests are responsible for any damage carried out within their individual bedroom or for any damage caused by their guests. Residents/guests are also responsible for any damage carried out within their individual bedroom should they leave the bedroom unlocked or give their key to another person.

**Administration Charge:** A minimum charge of £5 will be added to any damage charge less than £100. Charges over £100 will have an administration charge of five per cent up to a maximum of £25.

**Exception:** A depreciation cost, equivalent to 10 per cent, is applied to the replacement cost of all carpets and soft furnishings which are over one year old up to a maximum of 10 years (100%). Where a carpet or soft furnishing is more than 10 year's old residents/guests will only be charged for the labour element of the



replacement, together with an administration charge. Where a repair can be carried out the full cost of the repair is recharged to residents together with an administration charge.

It is important to be aware that all fixtures, fittings and soft furnishings are manufactured to a higher specification than those found in a domestic environment hence the higher cost of replacement. A guideline of standard charges is available from [online](#) or from Customer Services at Reception.

All property repairs will be undertaken by the University's Estate Support Service or a University approved contractor - residents are not allowed, and should not attempt, to carry out repairs. Replacement furniture and fixtures will be purchased through University approved contractors.

## Responsibilities

### *Service Staff*

Ensure a correct up-to-date inventory is emailed to the resident/guest before any new booking/contract starts. The inventory lists all fixtures and fittings within the bedroom, communal areas or flat.

Carefully inspect the bedroom, communal areas or flat when an inspection is required, this includes every time a bedroom or flat is vacated. All damage found is reported to the Assistant Residences Manager/Residences Team Leader.

Report damage found whilst carrying out normal duties. Room inspections are carried out at the end of the booking/contract, after all keys have been returned to Reception.

Take photographic evidence and note the date, time and place where the damage was found; where appropriate photographs will include a ruler or coin to indicate the size of the damage found.

Inform residents/guests when damage has been found. Notification will be via email to the address held on Kinetics and photographic evidence of the damage will also be sent. Residents/guests will be given 14 days after the email has been sent to contact the Assistant Residences Manager to discuss the damage charge.

Complete the appropriate paperwork and forward this to the Finance Team to ensure the appropriate damage costs are recovered from residents.

### *Residents/Guests*

Ensure an inventory has been issued and that it is correct. You should check your inventory carefully, noting any discrepancies or missing items before



returning it to Reception within seven days or before the end of your booking/contract whichever is earlier. If you do not reply, this will be taken to mean you agree with the details on the inventory. Where a discrepancy is reported Reception will arrange appropriate repairs/replacement or the discrepancy will be noted on the inventory.

## Appeal Procedure

Any resident/guest wishing to appeal against a damage charge, you must do so within 28 days of receipt of an invoice being raised. The appeal must be in writing and addressed to the Assistant Residences Manager and should specify the grounds for appeal which may **only be one or more of the following**:

1. Procedural irregularity
2. Bias or prejudice
3. Excessive or inappropriate charge

The appeal will be considered initially by the Assistant Residences Manager who will decide whether there is a case. If there is a case for appeal, this will be considered by a Disciplinary Panel, consisting of a Residences Manager and a University Manager from outside of Accommodation and Hospitality Services, who will confirm, amend or quash the original charge. Where the appeal has been dismissed, there shall be no further appeal within the University.