Purpose
The purpose of this document is to advise staff on existing best practice with regards to Student Recharge at Glasgow.

Background
Each area of our business has existing processes and procedures that have been developed using the particular knowledge and skills of its staff. In order to assist all areas of our business operation we have agreed to share knowledge and skills by the use of Best Practice Documents.

Implementation
Best Practice Documents are available to view in the Best Practice section on Solis.

All staff are able to put forward an idea, method or procedure for inclusion in this section by forwarding their ideas to the UoG Operations Manager.

Office and Site staff members are responsible for encouraging this approach at all levels of the business.

The purpose of this document is to provide guidance for designated staff to identify, investigate and recover costs attributable to loss, damage or vandalism caused to property, fixtures, fittings, furniture and equipment by residents or their visitors of any accommodation managed by UoG.

What’s New – What’s Different?
- Minor updates to Appendix 2, to include reference to the Out of Hours procedure and removal of any Kinetics reference.
- Inclusion of new section 3.7 - Damage/ Vandalism Discovered Out of Hours
- An additional Appendix – Appendix 6 Out of Hours Damage Investigation Form
- Removal of 4.2 section – with reference to scanning document to Kinetics
### A. General Information

#### 1. Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Damage</strong></td>
<td>Damage is considered to be any deterioration to property, fixtures, fittings, furniture and equipment over and above that which is accepted as “fair wear and tear”. Some damages are easy to identify, for example, where items have been broken. Some damages are less immediately obvious, for example, cigarette burns in carpets, marks left on walls due to the use of “blue tack”.</td>
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<tr>
<td><strong>Vandalism</strong></td>
<td>Vandalism is considered to be intentional and serious damage to property, fixtures, fittings, furniture and equipment.</td>
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<tr>
<td><strong>Loss</strong></td>
<td>Loss of any items relating to property, fixtures, fittings, furniture and equipment provided to the resident at the start of their tenancy/licence agreement.</td>
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<tr>
<td><strong>Inspection</strong></td>
<td>Designated staff will be responsible for inspecting properties as determined by the Site Manager. Inspection of properties will facilitate identifying any loss, damage or vandalism caused to property, fixtures, fittings, furniture and equipment by residents of any accommodation managed by UoG.</td>
</tr>
<tr>
<td><strong>Inventory</strong></td>
<td>A schedule of items supplied to the resident as part of their tenancy/licence agreement.</td>
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<tr>
<td><strong>Written communication/responses</strong></td>
<td>E-mail as well as letters can be considered to be written communication or responses by either the complainant/service user or Designated Staff member or Site Manager.</td>
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B. Detailed Procedures

1. Inventory and Schedule of Damage/Loss Charges
   1.1 Designated staff will be responsible for producing a Room Inventory and Public Area Inventory of items to be supplied to the residents at the start of their tenancy/licence, e.g. on arrival at the accommodation managed by UoG.
   1.2 The Room Inventory to be signed by the designated staff member and a copy left in the resident’s room at the start of their tenancy/licence.
   1.3 A Public Area Inventory to be signed by the designated staff member and copy left in the kitchen at the start of the tenancy/licence.
   1.4 A schedule of damage/loss charges, produced and distributed centrally by Residential Services, must also be supplied to the flat at the start of their tenancy/licence by designated staff member.
   1.5 Residents will be responsible for recording any discrepancies against inventories and return to office within 3 days of receiving completed inventory. Residents should retain a copy for their own records.
   1.6 The designated staff member will be responsible for checking the discrepancy against original inventory and recording any found differences to the original inventory in order that information used at inspection is correct.

2. Inspections
   2.1 Site Manager will be responsible for determining the frequency of property inspections by designated staff. Inspections will need to incorporate the following:
   • Undertaking a minimum monthly check of communal areas as part of the cleaning/caretaking services.
   • A minimum of two inspections of bedrooms each year
   • Follow up from reports of repairs/damage from residents and designated staff.
   • A check of all property, fixtures, fittings, furniture and equipment supplied to the resident at the start of their tenancy/licence and cross-referenced against the inventory to identify any loss of items.
   2.2 Advanced notice of bedroom inspections to be provided by designated staff to residents as determined by the Site Manager.
   2.3 Designated staff will be responsible for recording all instances of loss, damage or vandalism to property, fixtures, fittings, furniture and equipment, e.g. file notes, damage reports, photographs and evidence from CCTV (where available), and advising the resident(s) within 2 working days of the damage being discovered. In addition designated staff must advise the resident(s) that the information will be forwarded to the University within 10 working days for recharge consideration.
3. Investigating and Determining Cause of Loss, Damage or Vandalism

3.1 Designated staff and another member of the team will be responsible for assessing any loss of items relating to property, fixtures, fittings, furniture and equipment against the agreed inventory signed by the designated staff member at the start of the tenancy/licence agreement (including any differences added).

3.2 Loss – Residents Bedroom
Where any loss of property, fixtures, fittings, furniture and equipment from an individual resident’s bedroom has occurred, designated staff member must advise the resident immediately that in accordance with their Occupancy Agreement, they are considered to be responsible for any loss and request that the item be returned. If the resident is unable to return the item or cannot offer a reasonable explanation for its loss then Designated Staff member must advise the resident that the information will be forwarded to the University within 10 working days for recharge consideration. Designated staff member will confirm details in writing to the resident, detailing the loss of any item/s including any relevant back up information within 2 working days.

3.3 Damage or Vandalism – Residents Bedroom
Where any damage or vandalism has occurred to property, fixtures, fittings, furniture and equipment to an individual resident’s bedroom, designated staff member must advise the resident that, in accordance with their Occupancy Agreement, they are considered to be responsible for any damage or vandalism. Designated staff member must advise the resident that the information will be forwarded to the University within 10 working days for recharge consideration. Designated staff member will confirm details in writing to the resident, detailing the damage or vandalism of any item/s including any relevant back up information within 2 working days.

3.4 Loss, Damage or Vandalism – Public Areas – Attributable
Where any loss, damage or vandalism has occurred to property, fixtures, fittings, furniture and equipment to public areas, e.g. hallways, staircases, stairwells, laundry areas, kitchens, bathrooms, toilets, living rooms etc. and liability has been accepted by a resident(s) who have access to these areas – Designated staff member should undertake the following:

- Advise the resident(s) that the information will be forwarded to the University within 10 working days for recharge consideration.
- Confirm details in writing to the resident, detailing the damage or vandalism of any item/s including any relevant back up information within 2 working days.

3.5 Loss, Damage or Vandalism – Public Areas – Non-Attributable
Where any loss, damage or vandalism has occurred to property, fixtures, fittings, furniture and equipment to public areas, e.g. hallways, staircases, stairwells, laundry areas, kitchens, bathrooms, toilets, living rooms etc. and liability has not been accepted by a resident or residents – designated staff member should undertake the following:

- Advise the resident(s) that the information will be forwarded to the University within 10 working days for recharge consideration.
- Confirm details in writing to the resident, detailing the damage or vandalism of any item/s including any relevant back up information within 2 working days.

Note: Residents are responsible for any damage or vandalism caused by their visitors.
3.6 Designated staff member will have appropriate discretion in determining whether any damage to property, fixtures, fittings, furniture and equipment to individual resident’s bedroom or to communal areas is considered to be accidental. Costs of remedial work should be sought by designated staff member through relevant buildings insurance policies.

3.7 Damage/ Vandalism Discovered Out of Hours
Where damage or vandalism has occurred to property, fixtures, fittings, furniture and equipment and has been discovered out of hours. The issue must be reported to the Duty SR or CSR, who must fully investigate damage and complete the Out of Hours Damage Investigation Form (Appendix 6) to try to establish person(s) responsible. Designated UoG staff member must investigate incident within 1 day of receiving the Out of Hours Damage Investigation Form. They must then determine if the damage/ vandalism is attributable or un-attributable and follow the procedure above.

4. University Recovery of Recharges Procedure

4.1 Damage Report Form must be sent to the University within 10 working days of damage/loss/vandalism occurring. All back up documentation e.g. file notes, damage reports, photographs and evidence from CCTV (where available) must be attached. The Damage/Loss/Vandalism Report Form must be signed by two witnesses (UoG) and by the University Warden (or designated University staff e.g. Chief Senior Resident). If the warden has added comment to the report form, a covering note must be made indicating this to the University on sending. Damage/Loss/Vandalism Reports received out with the 10 day timescale will be disregarded unless individually agreed by designated staff at the Accommodation Office.

4.2 The Damage/Loss/Vandalism Report Form must be authorised by designated staff at the Accommodation Office within 5 working days.

4.3 If authorised by the designated staff at the Accommodation Office, SMS to issue the University Damage/Loss/Vandalism Recharge Report to resident(s) within 5 working days.

If rejected then the reasons are to be discussed with the UoG Operations Manager at monthly Operations Meetings.

4.4 Where authorised, the University will raise an invoice against resident(s) and pursue debt in accordance with their Debt Management Policy.

4.5 The University will keep a log of all charges to monitor payment/non-payment.

NOTE: Repairs as a result of damage/loss/vandalism to be completed at the point that the student settles the recharge at the latest (or at the student’s convenience) with the exception of Health & Safety related repairs which should be carried out immediately or at least within 24 hours of being notified.

5. Disputed Charges

5.1 Where resident(s) dispute the liability of any loss, damage or vandalism to property, fixtures, fittings, furniture and equipment to individual resident’s properties or to communal areas. Designated staff member must advise the resident(s) that they have the right to appeal against the decision to the Site Manager within 2 working days of receiving the Damage/Loss/Vandalism
Report Form.

The Site Manager will investigate and confirm their decision to the resident(s) within 5 working days.

5.2. If the Site Manager upholds the cost/liability and resident(s) still do not agree with the Site Manager’s decision then resident(s) to be advised that the information including any subsequent supporting findings will be forwarded to the University within 10 working days for recharge consideration and that the University will make the final decision as to whether the resident(s) are liable.

If the Site Manager decides there is no liability then the recharges will be disregarded.