The purpose of this document is to provide guidance for the office team 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 University of Glasgow.
A. General Information
1. Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Damage</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, marks on carpets, marks left on walls due to the use of “blue tack”.</td>
</tr>
<tr>
<td>Vandalism</td>
<td>Vandalism is considered to be intentional and serious damage to property, fixtures, fittings, furniture and equipment.</td>
</tr>
<tr>
<td>Loss</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>
</tr>
<tr>
<td>Inspection</td>
<td>The office team will be responsible for inspecting properties as determined by the Accommodation Manager. Inspection of properties will facilitate identifying any loss, damage or vandalism caused to property, fixtures, fittings, furniture and equipment by residents of accommodation.</td>
</tr>
<tr>
<td>Inventory</td>
<td>A schedule of items supplied to the resident as part of their tenancy/licence agreement.</td>
</tr>
<tr>
<td>Written communication/ responses</td>
<td>E-mail as well as letters can be considered to be written communication or responses by either the service user or Designated Staff member or Accommodation Manager.</td>
</tr>
<tr>
<td>The University Accommodation system</td>
<td>Accommodation management system featuring online and back office functions.</td>
</tr>
</tbody>
</table>
B. Detailed Procedures

1. Inventory and Schedule of Damage/Loss Charges
   a. Bedroom and public area inventories will be available to the resident on their online accommodation account once their arrival has been processed on the accommodation system. These inventories detail the items supplied and their condition as recorded on the inventory system at the start of the tenancy.

   b. The resident must either accept the bedroom inventory or send us comments disputing it within 48 hours of checking into their room. If they fail to do this, we will assume that the condition of each item, as held in our records, is correct and the system will automatically accept the room inventory on the resident’s behalf.

   c. If the resident is the first to check into their block, it is also their responsibility to check the condition of any communal areas listed in their online inventory as well as their own bedroom. The resident must either accept the public area inventories or send us comments disputing them within 48 hours of checking into their room. If they fail to do this, we will assume that the condition of each item, as held in our records, is correct and the system will automatically accept the communal room inventories on the resident’s behalf.

   d. A schedule of damage/loss indicative charges, is to be placed on the Accommodation Services web page. Information on the recharge procedure is to be included in the site information booklet. Additionally sites must display in the Central Services Building for reference.

   e. The office will be responsible for checking any areas contested against the original inventory (inspecting the area/s as applicable) and recording any findings on The University Accommodation system to ensure the most up-to-date information is used at inspection.

2. Inspections
   a. Accommodation Managers will be responsible for determining the frequency of property inspections by the office team. Inspections will need to incorporate the following:

      i. Undertaking a minimum bi-monthly check of communal areas as part of the cleaning/caretaking services.

      ii. A minimum of two inspections of bedrooms each year

      iii. Follow up from reports of repairs/damage from residents and office team.

      iv. 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.

v. All findings to be recorded on The University Accommodation system

b. Advanced notice of bedroom inspections to be provided by the office team to residents as determined by the Accommodation Manager.

c. The office team 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 two working days of the damage being discovered. In addition the office team must advise the resident(s) that the information will be forwarded to the University within five working days for recharge.

d. On occasion where damage is found to be excessive, and not covered within the Indicative Charges, costs will need to be sought from the contractor. The office team should advise the resident (Appendix 1a) and the University and ensure that costs are forwarded as soon as received.

3. Investigating and Determining Cause of Loss, Damage or Vandalism

a. The office team will be responsible for assessing any loss of items relating to property, fixtures, fittings, furniture and equipment against the agreed inventory agreed by the resident.

b. Loss – Residents Bedroom
Where any loss of property, fixtures, fittings, furniture and equipment from an individual resident’s bedroom has occurred, the office team must advise the resident within two working days 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 the office team must advise the resident that the information will be forwarded to the University within five working days for recharge. The office team will update the University Accommodation system, detailing the loss of any item/s including any relevant back up information within two working days; the resident will receive an email from the University Accommodation system advising of costs for replacement.

c. 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, the office team must advise the resident within two working days that in accordance with their Occupancy Agreement, they are considered to be responsible for any damage or vandalism. The office team must advise the resident that the information will be forwarded to the University within five working days for recharge. The office team will update the University Accommodation system, detailing the damage/vandalism and any relevant back up information within two working days; the resident will receive an email from the University Accommodation system advising of costs for repair/replacement.

4. Loss, Damage or Vandalism – Public Areas within flats
   a. 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 and liability has been accepted by a resident(s) who have access to these area. The office team must advise the resident within two working days that in accordance with their Occupancy Agreement, they are considered to be responsible for any loss, damage or vandalism. The office team must advise the resident that the information will be forwarded to the University within five working days for recharge. The office team will update the University Accommodation system, detailing the loss/damage/vandalism and any relevant back up information within two working days; the resident will receive an email from the University Accommodation system advising of costs for repair/replacement.

   b. Residents are responsible for any damage or vandalism caused by their visitors.

5. Loss, Damage or Vandalism – Public Areas out with flats
   a. 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. The office team must advise the residents within two working days that in accordance with their Occupancy Agreement, they are considered to be responsible for any loss, damage or vandalism. The office team must advise the resident that the information will be forwarded to the University within five working days for recharge. The office team will update the University Accommodation system, detailing the loss/damage/vandalism and any relevant back up information within two working days; the resident will receive an email from the University Accommodation system advising of costs for repair/replacement.
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6. **Discretion**
   a. The Accommodation Manager 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.

7. **Damage/ Vandalism Discovered Out of Hours**
   a. 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 staff, who must fully investigate the damage and record it on ‘SupportWorks’, to try to establish person(s) responsible. Office Staff must investigate damage on receipt of report from Support Works. Refer back to procedure from Point 3.

8. **Post Departure Recharges**
   a. **Loss, Damage or Vandalism – Residents Bedroom**
      Following a resident’s departure, site teams will complete a post departure inspection. Refer back to procedure from Point 3. Notification to the resident is based on the day the departure inspection is completed. This takes into consideration the duration of time it can take to check out the full site during full site check out periods, however post departure recharges must be processed within four weeks of a resident being checked out. Charges will be allocated to the resident directly.

   b. **Loss, Damage of Vandalism – Public Areas Within Flats**
      Following a full flat departure, site teams will complete a post departure inspection. Refer back to procedure from Point 3. Notification to the resident is based on the day the departure inspection is completed. This takes into consideration the duration of time it can take to check the full site during full site check out periods, however post departure recharges must be processed within four weeks of a resident being checked out. Charges will be allocated to all residents equally, irrespective of check out date.

   c. **Clearing of Abandoned Property – Bedrooms and Public Areas**
      During post departure inspections where staff come across personal property which has been left behind it will be dealt with in one of the following ways:
i. Abandoned Room – a full inventory of items will be taken by a manager, contact will be made with the resident and Accommodation Services. Items will either be left as they are or stored elsewhere on site. The resident may be charged for additional nights accommodation by Accommodation Services.

ii. Valuable Left Property – Items including; cash, passports, electronic equipment etc. will be inventoried and stored in the safe in the office. The resident will be contacted by the site team. Items will be stored for two weeks before being transferred to a local police station.

iii. Non Valuable Left Property – Items will be bagged up by a member of staff and stored on site for two weeks before being donated to charity or disposed of.

iv. Rubbish – Following departure the estates team will sweep through the flats and will bag up any rubbish that has been left behind by residents. There is a per bag recharge rate on the indicative price list for each full bag the estates team need to remove. Bags removed from a resident’s bedroom will be recharged to the resident directly. Bags removed from the communal areas will be recharged to the flat as a whole irrespective of departure date. Refer back to procedure from Point 3.

9. University Recovery of Recharges Procedure
   a. The University will be responsible for recovering debt through the normal debt management procedures.

   b. The University will pay Sanctuary on a quarterly basis recovered sums.

10. Disputed Charges
   a. 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. The office team must advise the resident(s) that they have the right to appeal against the decision to the Accommodation Manager within two working days of receiving Appendix 3 Resident Letter advising of outcome of investigation

   b. The Accommodation Manager will investigate and confirm their decision to the resident(s) within five working days.

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

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

3. Appendices

1. Appendix 1 Resident letter advising of charges
2. Appendix 1a Resident Holding Letter
2. Appendix 2 Resident letter advising of outcome of investigation
3. Appendix 3 Email template outcome investigation
4. Appendix 4 Indicative Price List

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