

ACCOMMODATION SERVICES

RECHARGE POLICY - RESIDENT GUIDELINES

The purpose of these guidelines is to explain how the University will 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 or on behalf of the University of Glasgow.

Below is detailed the definitions used throughout the document.

Damage	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".
Vandalism	Vandalism is considered to be intentional and serious damage to property, fixtures, fittings, furniture and equipment.
Loss	Loss of any items relating to property, fixtures, fittings, furniture and equipment provided to the resident at the start of their tenancy/licence agreement.
Inspection	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 any accommodation managed by or on behalf of University of Glasgow.
Inventory	A schedule of items supplied to the resident as part of their tenancy/licence agreement.
Written communication/ responses	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 Accommodation Manager.
Kinetics	Online accommodation management system.
Indicative Charges	The charges that will be levied to a resident either individually or split equally between all identified parties to recover the costs of replacement items that are damaged due to other means other than normal wear and tear. These charges can be found displayed on residence notice boards and at the main reception areas of all sites.

PROCEDURES

1) ON ARRIVAL

When residents check in to their accommodation, they will be sent two inventory lists via Kinetics to their student email address. One inventory list will be for their bedrooms and the other one will be for all the communal areas in the flats, i.e., kitchens, corridors etc. These inventory lists will detail all items supplied and the condition of the items at the start of the resident's tenancy.

It is the resident's responsibility to reply within two days having reviewed the inventory either to confirm the inventory and the condition of the items or to make comment on items that are missing or not in the condition as detailed. In the case of flat communal areas, the first resident to confirm the inventory for the communal areas will do so on behalf of the whole flat, but the other residents still have the ability to question the return or make comments as required. If a resident contests any item and / or condition of items, then the site office will inspect the area(s) applicable and record any discrepancies on Kinetics. This will ensure that the most up to date data is recorded and will be used as the basis for future inspection and any potential charges.

2) INSPECTIONS AND SUBSEQUENT CHARGES

For reasons of Health and Safety and student welfare all properties are inspected on a regular basis. These inspections vary but advance notice of bedroom inspections will be provided by the site office team at least 48 hours in advance.

The frequency of these inspections are as follows.

- Communal Areas – monthly check as part of cleaning and caretaking services
- Bedrooms – minimum of two inspections each year.
- Flats may also be inspected as a result from a report from residents for repairs or damage that need actioned.
- At the end of the tenancy period.

After every inspection the site office team will be responsible for recording all instances of loss, damage or vandalism to all property, fixtures, fittings, furniture and equipment. A report of all findings to be recorded on Kinetics including photographic evidence and evidence from CCTV (where available) and all resident(s) will be advised within two working days of the damage being discovered. In addition, the office team will advise the resident(s) that the information will be forwarded to the University within five working days for recharge.

On occasion where damage is found to be excessive, and not covered within the Indicative Charges list, the costs for repair, damage, replacement etc. will need to be sought from a relevant contractor. The office team will advise the resident and the University and ensure that costs are forwarded as soon as received.

3) INVESTIGATIONS AND DETERMINING CAUSE OF LOSS, DAMAGE OR VANDALISM

The site 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 at the start of their agreement. All damage assessments will be carried out by two members of site management staff. They will record all damage and take photographic evidence as appropriate. All details will be recorded on the Damage report form and stored electronically. Once the report is complete it will be sent to the site warden to sign off before any damage costs are raised on Kinetics.

RESIDENT'S BEDROOM

All residents, as per their Licence Accommodation Contract, are considered responsible for any loss, damage or vandalism within their own room. Where any loss of items has occurred, and the resident is unable to return the item(s) or cannot offer a reasonable explanation for its loss, the site office team will advise the resident within two working days that the University will be informed within five working days of the charges that will apply. All relevant information will be updated on Kinetics with the detail of the loss and any relevant back-up information. The resident will receive an email from Kinetics advising them of the cost of replacing the missing items.

Where any damage or vandalism has occurred to property, fixtures, fittings, furniture and equipment in an individual resident's bedroom, the same rules will apply as with the loss of items, i.e., the site office

team will advise the resident within two working days that they are considered to be responsible for any damage or vandalism, and Kinetics will be updated detailing the damage/vandalism along with any relevant back-up information, e.g., photographs. The resident will receive an email from Kinetics advising the resident of the costs for repair and or replacement. The University will be notified within five working days for charging the cost of repairs and/or replacement of any items.

PUBLIC AREAS WITHIN FLATS

All residents, as per their Licence Accommodation Contract, are considered responsible for any loss, damage or vandalism that occurs to property, fixtures, fittings, furniture and equipment in the public areas within flats, e.g., hallways, kitchens, bathrooms, shower rooms, toilets, living rooms. Where there is damage or vandalism in these areas and the liability for the damage has **not** been accepted by a resident(s) who have access to these areas, the site office team will advise all residents within the flat of any charges that will apply, split equally amongst all residents. The site office will update Kinetics with all the details and any other relevant information including photographs, within two working days, the information will be forwarded to the University within five working days for recharge. All residents will also receive an email via Kinetics advising of the costs for repair/replacement.

Please note that after departure it may take up to 7 days to carry out an inspection.

PUBLIC AREAS OUTWITH FLATS

All residents, as per their Licence Accommodation Contract, are considered to be responsible for any loss, damage or vandalism to property, fixtures, fittings, furniture and equipment to public areas out with flats, e.g., hallways, staircases, stairwells, laundry areas. Where loss, damage or vandalism has occurred, and liability has not been accepted by a resident or residents the site office team will advise via Kinetics all residents of the floor or block within two working days with all the relevant costs split evenly between all residents of that floor or flat, and that the University will be informed within five working days for recharge. The office team will also update Kinetics, detailing the loss/damage/vandalism and any relevant back-up information e.g., photographs etc., again within two working days.

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 on-site duty staff, who must fully investigate the damage and record it on the in-house maintenance system (Ivanti), to try to establish person(s) responsible. If the person(s) responsible are identified then the associated costs of repair or replacement will be processed in line with all other loss or damages, i.e., residents will be notified within two working days, Kinetics will be updated, and emails will be sent with the costs.

4) DISCRETION

The site managers will have the right to use 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.

5) UNIVERSITY RECOVERY OF RECHARGES

The University will be responsible for recovering all charges due through the resident's My Campus Account. The University will implement debt recovery for amounts recharged but not paid.

6) DISPUTED CHARGES

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 residents have the right to appeal against the decision to the Accommodation Manager within two working days of receiving the correspondence advising of outcome of the investigation and applicable charges.

The Accommodation Manager will further investigate and confirm to the resident(s) within five working days of their decision whether to uphold the cost / liability or if the charges are to be disregarded.

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

Due to COVID-19 it may take up to 7 days after the end of your original contract for us to carry out an inspection therefore the recharge process has been extended for 2020/21 academic year.