



## UNACCEPTABLE FLATS RESIDENT GUIDELINES

The purpose of these guidelines is to detail the procedures that will be followed if the common areas of student accommodation are found to be in an unacceptable condition. These guidelines will apply to any accommodation managed by or on behalf of the University of Glasgow.

### INTRODUCTION

All students in residence enter into an Accommodation Contract with the University of Glasgow and are bound to abide by this.

Residents are reminded of the following extract from part 2 of the agreement:

#### ***Repairs and Maintenance***

“The Student shall keep the Room clean and tidy. The Student is also responsible, together with other residents of the Hall, for ensuring that the communal areas pertaining to the Room are kept clean and tidy on a day-to-day basis. Failure to maintain the accommodation in a clean and tidy condition to the satisfaction of the University will result in residents being issued with written warnings and/or cleaning charges and fines”.

### Procedure

In any working day, residence common area/s may be visited by a number of staff in the usual course of their duties or as part of the scheduled flat inspections.

If a member of staff considers that the common area(s) in which they are working or inspecting does not meet with the Terms and Conditions of the Accommodation Contract, they will start the process detailed in stage 1 below.

Although not an exhaustive list, some examples of substandard conditions are:

- Excessive rubbish or bins left overflowing.
- Excessive accumulation of materials to be recycled.
- A build-up of dirty crockery and cooking utensils which present an opportunity for pest infestation.
- A build-up of dirt, spilt food and grease on hobs and in grills and ovens, which also constitutes a fire hazard.
- General untidiness which may present the opportunity for fire risk.
- Inappropriate items being brought into the accommodation, e.g., bicycles, supermarket trolleys, traffic cones, etc.
- Worktops covered in dishes, food or equipment preventing the cleaning staff (where this service is provided) from undertaking their duties.
- Communal toilets and showers excessively dirty
- En-suite bathrooms excessively dirty
- Sinks inaccessible due to build up of dishes.

### Stage 1

- Photographic evidence will be taken and sent to the site Assistant Manager.
- The Assistant Manager will email all residents of the flat detailing all areas for improvement and advising that they have 48 hours to rectify the areas for improvement.
- At the end of the 48-hour period, the flat will be re-inspected by the Assistant Manager who will take photos to corroborate if the areas for improvement have been actioned.

## **OUTCOMES**

### **A. If the areas for improvement have been actioned:**

The Assistant Manager will email all residents of the flat to confirm that the required actions have been completed. Please note that the Stage 1 note will be open for three months and a further occurrence will mean that the process will immediately proceed straight to Stage 2.

### **B. If the areas for improvement have NOT been actioned:**

The Assistant Manager will email the flat to advise them they are progressing to Stage 2 of the Unacceptable Flat Process and that they have a final 24 hours to rectify the areas for improvement.

## **Stage 2**

- The flat will then be re-inspected by the Assistant Manager 24 hours later and again they will take photos to corroborate if the areas for improvement have been actioned.

## **OUTCOMES**

### **A. If the areas for improvement have been actioned:**

The Assistant Manager will email all residents of the flat to confirm that the required action has been completed and as with Stage 1, the Stage 2 warning will be left open for three months and any further occurrence will mean that the flat will proceed straight to Stage 3 of the process which may also involve a recharge for the cost of a deep clean of the flat.

### **B. If the areas for improvement have not been actioned:**

The Assistant Manager will email the flat to advise them they are progressing to Stage 3 of the Unacceptable Flat Process and will be recharged for the cost of a deep clean based on the areas of concern and the indicative price list.

## **Stage 3**

The flat will be cleaned on behalf of the residents and all residents will be charged all costs involved as per the recharge policy.

## **Health and Safety Concerns**

If a flat is found to be in a highly unacceptable condition and causing a risk to the Health and Safety of the residents living there, the Accommodation Manager and Accommodation Services Operations Manager can make the decision to bypass the three-stage process and initiate an immediate deep clean with residents liable for all the associated costs.