

Room Access Policy for Staff

Students have a legal right to be given notice of when their room is to be accessed. It is important that every member of staff and approved contractor understands and acts in accordance with this policy so as to promote the best residential experience.

This policy relates to the student rooms and self contained flats. Staff and contractors may access communal areas within the accommodation such as communal flat kitchen, corridors and stairwells without the requirement to serve notice.

The policy is therefore as follows:

- In the event of an emergency immediate access will be sought and notice will not be served. In the event of emergency access the student will be advised that access has been taken, when and the reasons for it being treated as an emergency.
- Where access to the room is required other than in an emergency, the resident will be given notification of the date, time frame and purpose of the visit. For urgent maintenance requests the student will be informed at the time of reporting the time frame in which access will be required and in all other instances not less than a day in advance. Where notice is required it is likely that attending the job will take an additional day.
- Where access is required at the request of the resident such as a maintenance request the student may choose if they wish to waive the right to notice should they wish the matter to be dealt with at the earliest point. In these situations the student's choice to waive the right to notice must be recorded on the on the maintenance request form.
- Where access is required on a regular basis such as for cleaning and waste removal residents will be informed of the time of the access by means of details posted within the accommodation.
- Where access is required on a rolling basis such as statutory testing, planned maintenance and room inspections, notice will be served where practicable 7 days prior to the event. Notice will usually be in the form of the posted schedule of times.
- Where a building has undergone a refurbishment or is new there is likely to be a period where a building is under the defects liability period and the work being undertaken needs to be carried out on a regular basis. Residents will be informed of this and the timescale for the programme of works, where practicable 7 days in advance of those works.
- Residents should be aware that maintenance tasks are constantly prioritised so it may be necessary on occasions to reschedule tasks when higher priority tasks require. If this is the case and notice is required we will re issue the notice.

- Requests for access by third parties such a friend or family member will not be granted. If the request is based on a concern for an individual's welfare the room may, if it is felt appropriate by the staff and/or associate University staff such as Wardens, be accessed on emergency grounds by staff. In such an event the student will be advised that access was taken, when and the reasons for it being treated as an emergency including from whom the concerns was raised.

Staff and Contractors when accessing a room **must**;

- Knock loudly three times, calling out to identify themselves e.g. maintenance/cleaners;
- Be clearly identifiable as a member of staff or an approved contractor such as by uniform and visible ID card;
- If there is no one in residence, then when the work has been attended to, a yellow slip advising the resident of what has taken place must be left;
- If working in a student's room keep the door open when working and ensure the room is secured on every occasion the room is left.