

Accommodation Licence Agreement

Key Facts

The Accommodation Licence Agreement is a legally binding document and you are strongly advised to read it carefully before accepting the terms and conditions. As a guide, some of the main points contained within the agreement and related information are provided below.

1. Deposit:

You must pay a £400 deposit to secure your accommodation. The deposit will be credited towards the first instalment of your accommodation fees within two weeks of the start of your licence agreement. Your first instalment will therefore be for the instalment amount due less the deposit amount.

If you cancel your hall booking more than three weeks before the start date, your deposit will be refunded in full. After this time, some or all of your deposit may be used to cover the hall fees due until another student takes up occupancy.

2. Occupancy dates:

You can live in the Accommodation between the dates shown on the Licence Agreement. You cannot live there outside these dates unless an extension for an earlier arrival or later departure date is agreed in writing with the Accommodation Service. You may have the option to extend the licence end date and information about this will be sent in January.

You cannot normally terminate the licence before the contractual end date unless you are withdrawing from your programme of study or a replacement resident has been found to take your place. Full details about terminating your licence agreement are provided in section 6 of the licence agreement. You must therefore ensure you are happy with the licence dates before agreeing to move into hall, particularly the end date.

3. Hall Fees:

You are liable for the fees for entire licence period regardless of the last day of teaching or exams for your programme of study. You should not accept a room in hall unless you accept this liability. Academic session dates, including assessment and examination schedules are available online by searching “University of Greenwich term dates” and students are provided with a personalised timetable at the start of the session.

The fees due from you for the entire licence period are shown on the licence agreement. You must pay all the fees shown unless an amendment to the licence is agreed in writing with the Accommodation Service. These will usually be split into termly or monthly instalments based on the payment plan you have requested. The standard amounts due are available via the Accommodation Portal and regular reminders will be sent to you at your university email address. It is your responsibility to pay your hall fees and to contact Accommodation Services if you have any questions or concerns regarding amounts due.

4. Health and Safety:

You are responsible for ensuring you do not breach the fire and other safety rules

as detailed in section 7. Please note that the halls of residence are a non-smoking environment. Residents who are responsible for breaches of the smoking and fire safety regulations may be subject to sanctions. Please see section 11 (Halls of Residence Code of Behaviour) for more details. Please also note that all electrical equipment must be fitted with a suitable and fused plug and must carry the CE mark. All equipment must be kept in a safe condition. **Any equipment that does not comply will be removed and stored for collection at the end of the academic session.**

5. General conduct:

The university wants students to enjoy their time in the halls of residence, but residents must also bear in mind that the halls should be an atmosphere that is conducive to study and the general well-being of the residential community. You are therefore expected to behave in a manner that does not cause offence to others. Particular attention should be paid to avoiding noise nuisance. Please refer to section 8 of the licence for further information about expectations regarding behaviour in halls. Residents who are in breach of the regulations regarding conduct will be subject to sanctions under the Halls of Residence Code of Behaviour (section 11).

Residents are responsible for the care of their accommodation, including communal areas, and will be charged for any damage beyond normal wear and tear. You will be asked to complete an inventory form at the start of your licence agreement on which you can note the condition of the accommodation. You must complete the inventory in order to ensure that you are not charged for anything that was already damaged or missing when you took up residence. If something needs to be repaired or replaced, you must complete a maintenance form as the inventory is not normally checked for maintenance needs.

6. Complaints:

Complaints should be made in the first instance to Accommodation Services at your campus of residence. For any unresolved issues where you are unhappy with the service provided, there is a complaints procedure as detailed in section 12.

7. Data Protection:

For the Data Protection rules please see section 14. Please note that staff cannot discuss any aspect of your booking or residency with a third party who is not another member of university or university approved staff without your permission.

Please contact Accommodation Services if you have any questions or concerns regarding the licence agreement.