University of York

TERMS AND CONDITIONS OF RESIDENCE
FAMILY ACCOMMODATION

ACADEMIC YEAR 2019/20

Please read these terms and conditions before Accepting this Agreement by either confirming your Acceptance on-line or by signing and returning the Booking

THIS IS A LEGALLY BINDING CONTRACT.

In Accepting this Agreement you agree to abide fully by these terms and conditions, which may include paying for the full contractual period.

If there is anything you do not understand or wish to discuss e.g. a disability, allergy or other special requirement, before Accepting this Agreement please contact:

Accommodation Services, Space Management
Estates and Campus Services
Providence House
Innovation Way
Heslington
York YO10 5ZF
Tel: +44(0)1904 322165

Email: accommodation@york.ac.uk
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WELCOME TO THE UNIVERSITY OF YORK

We want you to enjoy living in your Accommodation during your time at the University of York.

We believe it is important that we make it clear from the start of this Agreement what you can expect of us and in turn what we will expect from you during the Agreement.

The terms of the Agreement comprise:

1. the Terms and Conditions of Residence;
2. the Booking;
3. the Insurance Policy which can be reviewed at: https://www.cover4insurance.com/insurance-products/block-halls/university-of-york;
   and
4. the Regulations which can be reviewed at: http://www.york.ac.uk/about/organisation/governance/corporate-publications/ordinances-and-regulations/

If you are unable to access this web link, please contact the Accommodation Services before Accepting this Agreement and we will send to you a copy of the Regulations so that you can read these before Accepting this Agreement.

Together, these documents set out your rights and responsibilities and our rights and responsibilities to you and you should read all of these before Accepting the Agreement.

All students should take advice, if necessary, before making a commitment. Do not accept an offer of Accommodation until you have read and are sure you understand the Agreement. The Agreement between us and you is regulated by English law which International students may find quite different to the law which applies in your own country.

These Terms and Conditions of Residence and the Booking contain certain words which have particular legal meanings. These words begin with capital letters so that you can immediately see them. There is a glossary at the end of these Terms and Conditions of Residence which explain the legal meaning of these words.

The Accommodation that has been allocated to you is specifically provided by us to meet the needs of those of our Students who will have dependants living with them during their full time course of study. Consequently, if your circumstances change while you are living at the Accommodation, so that the number of those dependants increases or decreases, we may ask you to move to alternative, more appropriate accommodation.

You must pay your Accommodation Fee on time and we expect you to look after your Accommodation. We want you to live in a peaceful neighbourhood free from anti-social behaviour and so we expect you to treat your Neighbours in the way you would like to be treated. These are reasonable expectations.

We are committed to managing the Accommodation in accordance with the best practice guidelines set out in the Code of Practice which can be reviewed at http://www.universitiesuk.ac.uk.

If we fail to meet our responsibilities under this Agreement we expect you to tell us and give us the opportunity to put things right. If you fail to meet your responsibilities under the Agreement we will tell you and, unless the failure is serious or is persistent, we will give you a chance to put things right. If you fail to take this opportunity, or if the failure is serious or persistent, we will be entitled to take legal action against you which may result in you having to leave your Accommodation.

We feel that this firm approach is only right to ensure that all our students can live happily in their accommodation.
There are a number of web links contained in this document to the Accommodation Website and the University Website. If you are unable to access any of these web links, please contact Accommodation Services before Accepting this Agreement and we will send to you a copy of the relevant information.

ABOUT THE AGREEMENT

1. Accepting the Agreement

1.1 By Accepting this Agreement you enter into a legally binding contract with us which, for the Period of Residence and subject to the terms of this Agreement, gives you the right to live in the Accommodation and to use the Residence Grounds provided that you pay the Accommodation Fee.

1.2 If you move into the Accommodation without having Accepted the Agreement you will be deemed as having Accepted the Agreement by your actions.

1.3 If the Agreement has been Accepted by someone appearing to act on your behalf we shall assume that you have given that person authority to act on your behalf and therefore to Accept and will regard that Acceptance as binding on you unless you have notified us previously to the contrary.

1.4 If you are under 18 at the time you Accept the Agreement, you may be asked to have a person over 18 years of age to join into the Agreement to guarantee your obligations. This is often a parent or guardian, but does not have to be, as long as we are satisfied that it is an appropriate person. The Agreement will still be legally binding on you but, it will also be binding on the person standing as your guarantor – but only if you do not comply with your obligations.

1.5 If someone other than you pays all or part of the Accommodation Fee to us directly, whether they are a Sponsor or otherwise, this will not diminish or otherwise affect your responsibilities under the Agreement or give rise to any tenancy or other rights benefiting that third party. You must, however, provide us with written proof of that Sponsor and their agreement to pay your Accommodation Fee. This will usually be a copy of the letter they send to you confirming your Sponsorship by them. If the Sponsor does not pay the Accommodation Fee in full, the responsibility for the Accommodation Fee still remains with you and we may still ask you to pay the Accommodation Fee. It will then be your responsibility to seek repayment of it from the Sponsor.

1.6 Your college membership at the University of York will be the college you are resident in. Our family houses are part of Halifax College. If you subsequently accept a room in a different college, you will become a member of that college on the date you move into the new accommodation.

2. Cancellation or relocation before Period of Residence starts

Cancellation because you are not eligible to stay in Accommodation

2.1 If you are a registered student of the University with an Accepted Booking you do not have the right to cancel the Booking and you are responsible for the Accommodation Fee.

You can let us know if you wish to cancel (before the start of the Period of Residence) or end your agreement early by emailing us at accommodation@york.ac.uk and we will make reasonable efforts to try to find a suitable replacement tenant.
Cancellation by the University

2.2 If you:

2.2.1 fail to pay any sums due to us whether in connection with any previous occupation by you or any accommodation allocated by us (whether or not owned by us or a third party) BEFORE you vacated that previous accommodation; or

2.2.2 are in serious breach or have persistently breached the terms of your agreement for that other accommodation

then we may cancel this Agreement at any time prior to the start of the Period of Residence (but before payment by you of all such sums owed) by giving you 7 days written notice. If we cancel this Agreement under this clause 2.2 we will refund any Deposit and/or Accommodation Fee that you have paid less the amount of any outstanding sum payable by you in respect of all previous accommodation let to you by us.

If you do not move into the Accommodation within 7 days of the commencement of the Period of Residence and you have not contacted Accommodation Services to inform us that there will be a delay in your moving in or we have not agreed to hold the Accommodation for the period of time you have requested we have the right to re-let the Accommodation and you will be liable for the Accommodation Fee up to the date we re-let it. If we are unable to re-let the Accommodation, however, you will be liable to pay for the Accommodation for the full Period of Residence. We will make reasonable efforts to contact you regarding your failure to take up occupancy in the Accommodation before trying to re-let the Accommodation

Cancellation Fees and Charges

2.3 Where the Booking is cancelled prior to the start date of the Booking then the following charges and fees will apply:

2.3.1 if the Booking is cancelled more than four weeks prior to the start date of the Period of Residence we will retain the Booking Fee but there will be no other charges and no Advance Payment of any Accommodation Fee;

2.3.2 if the Booking is cancelled less than four weeks before the start date of the Period of Residence you must pay a charge which is the equivalent of four weeks Accommodation Fee. The Booking Fee will be used towards the charge and you will be required only to pay any balance to us You do not have the right to end your booking early. Please see clause 35.

2.4 We may give you notice to reallocate you to different suitable alternative accommodation after the date of this Agreement but before the date you take up residence in the Accommodation (if later) and the following provisions shall apply:

2.4.1 we will give you notice of the reallocated accommodation to which you will be moving into;

2.4.2 if the Accommodation Fee for the reallocated accommodation is more than the Accommodation Fee payable for the originally allocated Accommodation for any reason, we will not charge you the higher accommodation fee

2.4.3 if the Accommodation Fee for the reallocated accommodation is less than the Accommodation Fee payable for the originally allocated Accommodation, we will charge you the lower accommodation fee as from the date on which you move into the similar alternative accommodation.

For the avoidance of doubt any such reallocation of accommodation by us does not give you the right to cancel the Agreement.
3. **Damage Deposit**

3.1 This Agreement provides for the payment by you and holding by us of a Damage Deposit. Subject to this clause 3, the Damage Deposit is held by us on trust for you.

### Payment of the Damage Deposit

3.2 The Damage Deposit is payable by you before you Accept the Booking. The amount of the Damage Deposit will be confirmed by us at the date it is requested but in any event it will not exceed the sum stated on our website which you can access through the following link:

https://www.york.ac.uk/study/accommodation/families/

3.3 Your Booking Fee will be converted into the Damage Deposit on the date you collect the keys for your Accommodation.

### Use of Damage Deposit

3.4 The Damage Deposit may be used by us where you either are required to pay us any costs, fees or charges under this Agreement or where any Accommodation Fees are not paid. You will be advised via e-mail if a deduction is to be made from the Damage Deposit at any time in accordance with the terms of this Agreement.

3.5 You may not offset the Damage Deposit against payment of Accommodation Fees or any other sums to the University.

### Deductions from Deposit

3.6 We shall be entitled to deduct and/or retain from the Damage Deposit:

3.6.1 any unpaid Accommodation Fee or other sums due under this Agreement;

3.6.2 any reasonable sum we properly incur in rectifying any failure by you to comply with your obligations under this Agreement;

3.6.3 any reasonable removal and storage charges and disposal costs incurred by us in relation to items of property and belongings left by you in the Accommodation at the end of the Period of Residence;

3.6.4 where the Agreement is terminated for any reason before the end of the Period of Residence, for any Accommodation Fees which would have been payable on the instalment dates before the Termination Date; and

3.6.5 any other charges payable by you under this Agreement including any outstanding utility charges the University is aware of at the time of processing the return of the deposit. Examples of charges are listed on our website at:

https://www.york.ac.uk/students/accommodation/university-accommodation/contracts-payments-and-prices/ where you are in breach of the Agreement and/or have caused damage.

### Repayment or top-up of Damage Deposit

If we have used the Damage Deposit or any part of it in accordance with this clause 3 or as otherwise stated in this Agreement, you must pay us a further sum on demand to restore the Deposit to the amount stated as the Damage Deposit on our website at:

https://www.york.ac.uk/study/accommodation/families/

### Return of the Damage Deposit

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3.7 Provided you have given us your bank account details, the Damage Deposit will be returned to you if all your Accommodation Fees have been paid and there are no cleaning, damage or other charges relating to your Accommodation which remain to be paid.

3.8 Provided you have given us your bank account details we shall process the payment of the Damage Deposit (or the balance of it where we have made deduction in accordance with paragraph 3.6 and you have not asked us to review the deduction) to you within 28 working days of the end of the Period of Residence or the date you have provided us with your bank account details (if later) (and any interest earned on the Deposit may be retained by us). If you have asked us to review the deduction, there will be a delay in processing any refund.

3.9 Where this Agreement is terminated before the end of the Period of Residence, the Damage Deposit will be processed for payment within 28 working days after the termination date.

3.10 If you have not provided us with your bank details by the date 28 working days from and including the end of the Period of Residence we shall not be obliged to return the Damage Deposit to you.

3.11 We may delay the payment to you of the Damage Deposit if by the end of the 28 working day period referred to in clause 3.8 we are awaiting confirmation of the cost of repairing or replacing any damage or damaged item, in which case we will reasonably estimate the cost of repair or replacement and the amount of the estimated deduction and shall notify you of the cause of the delay in returning the Damage Deposit. In those circumstances, we will if requested pay a partial refund of the Damage Deposit less the estimated value of the repair or replacement (provided this is not more than the Damage Deposit) and once the exact cost of repair or replacement is known we will either:

3.11.1 deduct this from the Damage Deposit still held by us and return any balance to you; or

3.11.2 request an additional sum from you where the Damage Deposit has already been returned to you in part but the actual cost of the repair or replacement is more than the estimated amount retained by us; or

3.11.3 request an additional sum from you where the Damage Deposit is not sufficient to cover the cost of the repair or replacement.

3.12 Please note, if you request return of the Damage Deposit to a bank account and there is a transaction failure because you have given us incorrect or incomplete details, we will deduct from the Damage Deposit any charges made by any Bank and incurred by us from this failed transaction.

4. **Legally Binding Agreement**

Do not sign this Agreement unless you intend to be legally bound by its terms. Unless the circumstances in clause 2.2 apply you have no right to cancel this agreement once you have signed it and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to this Agreement. If there is anything you do not understand or wish to discuss, please contact Accommodation Services before signing this Agreement.

5. **Nature of Agreement**

This Agreement will be a tenancy. However, because it is granted by an education institution so that you can pursue a course of study, the tenancy is not an assured or assured short hold tenancy. This means that the tenancy does not have the legal protection set out in the Housing Act 1988, as amended.

6. **Variations to Agreement**

With the exception of any changes as a result of government legislation, this Agreement cannot be varied unless the variation has been agreed between you and us and the variation
has been confirmed in writing by the Head of Space Management, Estates and Campus Services, Providence House, Innovation Way, University of York YO10 5ZF.

7. **Enquiries**

If there is anything you do not understand or if you have any other queries relating to this Agreement please enquire at the Accommodation Services or, where you require advice on your rights under this Agreement, seek advice from Student Support Services, Citizens’ Advice Bureau, Law Centre or solicitor.

8. **Data protection**

8.1 We will comply with the General Data Protection Regulation 2018 as amended from time to time. We will allow you to inspect certain information that we hold about you and you can ask us to correct or record your disagreement with the information we hold.

8.2 By Accepting this Agreement you agree that all data supplied to us can be shared with other departments within the University and to third parties if it is reasonable for us to do so as provider and manager of the Accommodation. Examples of third parties we may need to make disclosure to are organisations or individuals contracted by us to undertake services at the Accommodation, your Sponsor (if you have one), the police or other public agencies.

8.3 You agree to the University providing the Local Authority with a list of University properties and your name and University Accommodation address, for the purpose of supporting the process of student exemptions for Council Tax.

8.4 We only share sensitive personal information (for example, medical or disability related information) on a need to know basis where it is necessary for us to do so for your safety or wellbeing or the safety and wellbeing of others. We may also share this information where we are permitted or required to do so by law. Please note, if you do not let us know in your application for Accommodation of any additional requirements you or other residents living with you have for medical or disability related reasons, we may not be able to implement reasonable adjustments or provide auxiliary aids you inform us of your issues or needs at a later stage.

9. **Governing law and enforceability**

9.1 This Agreement is governed by English law which, for international students, may be different from what you are used to.

9.2 If any provision of this Agreement is held to be illegal, invalid or unenforceable, the legality, validity and enforceability of the remainder of this Agreement is to be unaffected.

10. **Legislation**

The Contracts (Rights of Third Parties) Act 1999 does not apply to this Agreement. This means that no one can enforce any rights or obligations under the Agreement other than you and us.

11. **VAT**

At the date of this Agreement the Accommodation Fee is exempt from VAT but we reserve the right to charge VAT if it becomes payable during the Period of Residence, for example, if there is a change in the law.
12. **Services & facilities**

12.1 During the Period of Residence we will provide the services and facilities set out below. Please note, from time to time, there may be problems with the services and facilities and we will endeavour to resolve these as soon as possible, once we are aware of the problem. However, we will not be liable (and you will therefore not be entitled to claim compensation), for any failure or interruption to any services or facilities, or for any loss arising from such failure or interruption, if the failure or interruption is due to reasons outside our control (unless the failure is caused by our negligence). Reasons outside our control would include, for example, mechanical breakdown, failure, malfunction, shortages of fuel or materials or labour disputes, student action or from any necessary maintenance, repair, replacement, renewal, servicing, inspection or testing of the systems used to provide the services.

In addition, The University is a successful and growing institution and you should be aware that there is currently an exciting programme of development for new teaching and accommodation facilities on Campus. Details of the programme can be found on the University website at [https://www.york.ac.uk/campus-investment/](https://www.york.ac.uk/campus-investment/) From time to time, we may need to interrupt the services to the Accommodation and/or Residence in order to carry out these development works, but we will endeavour to cause as little disruption or disturbance to the Accommodation as possible where we need to do so and will always give as much notice as we can of any such planned interruption (save in case of emergency). However, we will not be liable (and you will therefore not be entitled to claim compensation), for any such interruption to any services or facilities to the Accommodation and/or Residence, or for any loss arising from such interruption.

12.2 We will make sure that the structure and exterior of the Accommodation and the Residence are kept repaired. Whilst we endeavour to carry out building repair work outside of the Period of Residence, we may need to carry out works at other times. If we do, we will endeavour to cause as little disturbance as possible but some disruption may be inevitable and we will not be liable to you for any such disruption.
12.3 Where the residence has grounds, we will carry out gardening work to keep the grounds in reasonable condition. You are required to keep the residence grounds clear of litter and to clear items and belongings from the grounds to allow us to carry out maintenance and gardening work.

12.4 We will provide adequate bathroom, toilet and shower facilities in the Accommodation and make sure that they are kept repaired and in working order.

12.5 We will provide kitchen facilities and maintain in working order adequate facilities for the preparation, cooking and storage, including cold storage, of food.

12.6 We will make sure all fixtures and fittings for water, gas, electricity, space and water heating in the Accommodation are kept repaired and in working order.

12.7 Your Accommodation Fee is exclusive of the supply of water, heat, lighting and power. You are responsible for paying for water, sewerage, gas and electricity supply direct to the relevant companies. By accepting this accommodation, you agree to inform the suppliers of the date you moved into the Accommodation, pay all the bills for these services and arrange and pay all final bills prior to vacating the Accommodation.

12.8 We will provide the Accommodation with such fixtures, fittings, furniture and equipment as detailed on the Inventory. We expect you to notify us, using our online system york.ac.uk/fix-my-room if there is a problem with your Accommodation and to let us know promptly if you are not satisfied with our response to your request. Once you have notified us through the online system we will, within a reasonable period of time, repair or replace (where necessary) items on the Inventory (except where the loss, breakage or damage is attributable to you or your visitors or is minor damage which in our reasonable opinion does not adversely impact on your use of the Accommodation).

12.9 For Accommodation at Garrowby Way, we will provide refuse bins in the Residence Grounds and arrange for disposal of refuse from the bin areas in the Residence Grounds. For Accommodation off-campus, refuse bins are provided by the local authority. We will arrange for a local authority bin to be at the Accommodation when you take up occupation. You will be charged if the bin needs to be replaced during or at the end of your occupation of the Accommodation. We will make sure that the firefighting equipment, where provided in the Accommodation is kept repaired and in working order.

12.10 Where we provide and maintain a telephone within the Accommodation (only if required as an additional requirement on medical/welfare grounds) we will charge you for the telephone services that we provide to you.

12.11 Where we provide internet access (Garrowby Way only), via a network point or WiFi, the cost of the Internet service (if any) is included within your Accommodation Fee.

13. Insurance

13.1 We will insure the Accommodation against fire and other risks which we reasonably consider necessary.

13.2 At present, we provide a level of cover for your personal belongings under a block policy of insurance for all Residences, subject to the exclusions and limitations that apply to that policy. If you do not consider that cover is adequate then you can arrange for "top up" insurance but you will need to do this yourself directly with the insurance company. If for any reason we cease to provide the block policy (and we will give you notice of this if we do), you are responsible for taking out such insurance cover yourself at your own cost.
14. **Accommodation Fee**

14.1 You must pay the Accommodation Fee during the Period of Residence on the dates and in accordance with the payment terms set out in Schedule One.

14.2 Subject to other provisions of this Agreement your obligation to pay the Accommodation Fee on the dates set out in Schedule One applies:

14.2.1 WHETHER OR NOT you move into the Accommodation; and

14.2.2 irrespective of the date that you actually move into the Accommodation (even if this is on a date later than the dates on which you are obliged to pay the Accommodation Fee); and

14.2.3 irrespective of individual course dates which may start later or finish earlier than the Period of Residence.

14.3 If the whole or any part of the Accommodation Fee remains unpaid in breach of the payment terms, we will charge you an administrative charge as shown on https://www.york.ac.uk/students/finance/paying/ to cover our administration expenses in chasing you for payment of any Accommodation Fee arrears. As set out in clause 3, we may also deduct the administrative charge and/or any sum by way of outstanding Accommodation Fee from any Damage Deposit we hold for you.

14.4 You agree to pay promptly all charges relating to use of gas electricity water and drainage at the Accommodation to the relevant companies, as referred to in clause 12.7 above.

14.5 You must pay all Council Tax charged on the Accommodation and apply to York City Council for student exemption where appropriate.

15. **Inventory**

We will provide the Accommodation with such fixtures, fittings, furniture and equipment as detailed on the Inventory. You agree to complete and return the Inventory, within 48 hours of moving in, noting on the inventory any discrepancies. By indicating that an item’s condition is ‘okay’ on the inventory, you are confirming that the items are present, are not marked or damaged and are working correctly. You should thoroughly check the condition of the item, for example, check both sides of a mattress, condition of all walls and noticeboards before completing your inventory. If there is any damage to the Accommodation, the Accommodation Contents or if there are any items missing at the end of the tenancy you may find it difficult to prove that you were not responsible, if you fail to report the problem at the start of the tenancy or fail to complete the inventory.

We expect you to notify us, using our online system york.ac.uk/fix-my-room if there is a problem with your Accommodation and to let us know promptly if you are not satisfied with our response to your request.
16. **Sharing the Accommodation**

16.1 Only you and those family members named by you on your application for University accommodation can live in the Accommodation.

16.2 You must notify Accommodation Services in writing if any of those people named by you on your application for University accommodation leave the Accommodation and you agree not to allow any other person to live in the Accommodation without first obtaining the prior written approval from Accommodation Services (acting reasonably) to this.

16.3 You and those people we have agreed may live with you must not use the Accommodation for any other purpose than as study and living accommodation.

16.4 You agree not to transfer your rights under this Agreement or sublet the Accommodation or allow any person other than those named by you on your application for University accommodation to live in the Accommodation.

Any breach of these obligations will be regarded by us as a serious breach of this Agreement and may result in this Agreement being terminated early.

17. **Visitors and guests**

17.1 You are responsible for the behaviour, in the Accommodation, the Residence, the Residence Grounds and the local neighbourhood surrounding the Residence and Residence Grounds, of any invited guest (whether the invitation is express or implied). You are not allowed to give your keys to your guests and guests are not allowed to stay in the accommodation without you being present. You must ensure that your guests do not break the terms of this Agreement. If they do, you may be held responsible for any damage, undue wear and tear, or disturbance caused and you and that person could face legal action. Also, it may result in this Agreement being terminated early.

17.2 You agree that we may remove or exclude your invited guests from the Accommodation where we have reasonable grounds to believe that their exclusion is necessary for the safety and/or well-being of other persons and/or to safeguard our property.

17.3 You agree not to allow anyone other than one occasional guest to stay overnight, for no more than two consecutive nights. We reserve the right to withdraw this privilege on 48 hours’ notice if in our reasonable opinion it is necessary to do so for the safety and wellbeing of other occupants of the Accommodation and/or to safeguard our property.

18. **Moving Accommodation**

18.1 Unless you are asked to move by us, you agree not to move to any other accommodation provided by us, without first obtaining the prior written approval from Accommodation Services (acting reasonably) to this.

18.2 If you are permitted by us to move, all the terms and conditions of this Agreement are transferable to the new Accommodation, with the exception of:

18.2.1 the Accommodation Fee; which will be payable at the rate applicable to the new accommodation from the date you move into the new accommodation; and

18.2.2 any provisions which are specific to the original, or new, accommodation.

19. **Risk assessments**

You agree to comply and/or co-operate with a reasonable request by us to provide information or to assist in connection with a risk assessment undertaken by us in relation to your occupation of the Accommodation.
20. **Respect for others**

You agree to have and to show respect for other persons living and/or working in the vicinity of the Accommodation at all times including (but not limited to):

20.1 Not doing anything which causes or is likely to cause a nuisance or annoyance to your Neighbours;

20.2 Not doing anything which interferes with the peace, comfort, or convenience of your Neighbours including (but not limited to) drunken behaviour, foul and/or abusive language and/or inconsiderate or inappropriate parking of vehicles;

20.3 Keeping noise at a level that does not interfere with the study, sleep or comfort of our staff, contractors and your Neighbours. In particular, you agree not to make or allow any loud noise between **23.00 hours and 08.00 hours** each day and at all times in the week immediately before and throughout the period of any official University examination periods or during any other period when you have been notified by any member of staff that neighbouring residents are studying for an important examination or for a key submission deadline. This includes any machinery, T.Vs, stereos, CD players, loudspeakers, musical instruments, etc. as well as being responsible for noise made by yourself or any of your guests. You agree to reduce the level of noise immediately if asked to do so by us. If you do not do so, it will be regarded as a serious breach of this Agreement;

20.4 Not harassing or threatening to harass (including harassment on grounds of age, gender, sexual orientation, religion, belief, race, culture, disability or lifestyle), using violence or threatening to use violence, or verbally assaulting any person;

20.5 Not bringing into either the Accommodation or the Residence Grounds any weapons or items of any description that are illegal or which we consider acting reasonably to be offensive or dangerous including (but not limited to) firearms, air-weapons, bows, knives, swords, martial arts weapons, paint-ball guns and replica, ceremonial and toy weapons;

20.6 Not working on any motor vehicles or motor cycles in the Accommodation nor the Residence Grounds;

20.7 Not allowing the Accommodation to be used for any criminal, immoral or illegal purpose including, but not limited to, selling, supplying or using illegal substances, storing or handling stolen goods or prostitution. We consider that a breach of this clause is a serious breach of this Agreement and if you, someone living with you or one of your invited guests, breaches this clause we may terminate this Agreement early;

20.8 Not allowing persistent use of the facilities at the Accommodation by non-residents (e.g. it is not intended that your guests visit daily and use the facilities at the Accommodation for washing and cooking);

20.9 Not committing any criminal act or indictable offence which we consider (acting reasonably) makes you unsuitable to continue to live in the Accommodation;

20.10 Behaving with respect and consideration towards your Neighbours, our staff, our contractors and any invited guest or visitor. This includes not removing any articles from the Accommodation or the Residence Grounds belonging to our staff or our contractors, not damaging the belongings of others, not taking or using other residents’ possessions without permission and respecting the privacy of others;

20.11 Not to smoke in the Accommodation or within 2 metres of any door or window;

20.12 Not to throw anything from the balconies or windows of the Accommodation;

20.13 Not to place any item on the balconies or external window ledges of the Accommodation, for example milk cartons, plant pots, bicycles;
20.14 Unless your Accommodation is located at Garrowby Way, where tenants can apply for a permit for the resident parking facilities provided in Garrowby Way, we strongly request and advise you not to bring a car to the University as:

20.14.1 you are not eligible for a general parking permit (except in exceptional circumstances) for use in the University car parks; and

20.14.2 there is very limited street parking available. The University works closely with the local community and discourages use of local street parking by students living on campus because this can cause a nuisance to our neighbours within the local community;

20.15 Any cars kept at our off campus properties must be parked responsibly so as not to cause a nuisance to neighbours. Tenants or their guests should not keep or regularly park more than 2 cars at the property or on the street.

If you bring a vehicle to the University, you agree to comply with the car, motorcycle and bicycle parking rules issued by us and which can be reviewed at:

http://www.york.ac.uk/admin/estates/transport/index.html

21. Repairs, maintenance and alterations

21.1 You agree to keep the inside of the Accommodation in a clean and tidy condition at all times during the letting period. If you don't and following a re-inspection we find the property to still be in an unreasonable condition, we may arrange to clean the property and charge you for the reasonable cost of doing so;

21.2 You agree to regularly remove rubbish and recycling from the Accommodation in a safe manner and safely place it in the designated area at the Accommodation or in the receptacles provided by the Local Authority and put out the bins for collection on the designated dates and return them to the property on the same day, after they have been emptied;

21.3 You agree to take reasonable care of all furniture and equipment provided by us in the Accommodation and detailed in the Inventory;

21.4 You agree that you will not leave any personal belongings or other obstacle in the Residence Grounds and you will not damage or leave the Residence Grounds untidy. If you do and we have to remove anything or arrange for additional work to the Residence Grounds, we may charge you for the reasonable cost of doing so.

21.5 You agree not to remove, change, alter or damage (including damage caused by neglect or misuse) the decorative finish or any part of the Accommodation and/or Residence Grounds. This includes not putting up posters, hooks and other items with any type of fixing method or adhesive (including temporary adhesives such as Blu-Tack and sticky pads) including on pin / noticeboards. You also agree not to make any holes in the furniture or fabric, including walls, to accommodate the wiring of your electrical appliances or for any other purpose. You also agree not to interfere with any fixtures, fittings, furniture or equipment, electrical, plumbing or telecommunications installation in the Accommodation. If we have to do any work arising from a breach by you of this clause, we will charge you with the reasonable cost of that work and the administration fees in collecting the charge as set out at https://www.york.ac.uk/students/accommodation/university-accommodation/contracts-payments-and-prices/ and this cost will be payable by you on demand or deducted from any Damage Deposit;
21.6 You agree not to fit or install any satellite dish, television or radio aerial without the prior consent of Accommodation Services;

21.7 Any furniture brought into the property must comply with any relevant fire safety legislation and you will be required to remove (at your own expense) any items that you have brought on to the Accommodation without our permission and/or which does not comply with legislation;

You agree to promptly report any loss, breakage, damage, repairs needed or failure of facilities to the Facilities Helpdesk online york.ac.uk/fix-my-room or by telephone 01904 32555. If the repair is urgent and it is outside office hours, you should contact your College Reception or Security. If you fail to report any loss, breakage, damage or repairs and that failure to report results in further loss or damage or failure to the Accommodation or the Residence then we can charge you for the costs we properly incur in repairing that additional damage or losses we incur.

21.8 You agree to take reasonable and prudent precautions to maintain sufficient heating to the Accommodation at all times during periods of cold weather so as to minimise any damage to the Accommodation caused by damp and/or frozen water pipes. Such steps would include maintaining heating in the Accommodation above freezing temperature, including where the Accommodation is left vacant by you overnight (or for a longer period) for any reason.

22. Safety and security

It is your responsibility to help ensure that the Accommodation is safe and secure to live in. This includes (but is not limited to) complying with the health and safety regulations which can be found at http://www.york.ac.uk/admin/hsas and also complying with the following:

22.1 Electrical appliances

You agree:

22.1.1 to be responsible for ensuring that your own electrical equipment is safe to use, is used safely and has been appropriately tested in line with the Electricity at Work Regulations. University requirements before bringing the item into the Accommodation.

22.1.2 to ensure that each of your own electrical appliances are fitted with the correct fuse and plug suitable for use in the UK and only one appliance is wired to one plug; and

22.1.3 not to use cooking equipment, kettles, toasters, rice cookers or other similar electrical cooking equipment in any room other than the kitchen at the Accommodation. Not to bring heating equipment into the Accommodation without prior permission from the Facilities Manager.

22.1.4 in order to avoid the risk of electric power points being overloaded, to use in each room only one British Standard approved adaptor with no more than four plug sockets and a maximum 13 amp fuse.

22.2 Fire safety

You agree to adhere to all fire regulations and respond to fire alarms. The fire regulations can be found at http://www.york.ac.uk/admin/hsas/safetynet/Fire/fire_safety.htm and include (but are not limited to) the following obligations on you:

22.2.1 if you discover a fire, you agree to raise the alarm immediately by dialling 999 to contact the fire brigade and to then contact the University Security Centre. You also agree to have due regard to the fire evacuation procedures (which are displayed in the Accommodation) for evacuation of the Accommodation when the fire alarm rings.
and to co-operate at all times with our staff and contractors and the emergency services;

22.2.2 where we give you prior reasonable written notice that a fire safety briefing (which may include a representative from the emergency services) has been arranged by the University and your attendance at that briefing is compulsory, you agree that you will attend that briefing. Failure to attend will result in a fine being payable by you in accordance with the schedule of fines and charges set out in the University Policy and Management Procedures – Fire Safety (Penalty Procedure) available on the website at http://www.york.ac.uk/admin/hsas/safetynet/Fire/fire_safety.htm.

22.2.3 if you suspect that any item of safety equipment is defective or has been used, you will promptly inform the College Reception of this;

22.2.4 you agree not to obstruct any fire escape routes nor prop open, or otherwise tamper with any of the fire doors as they are designed to reduce the spread of fire. All fire doors have door closers, which you agree not to impede or disconnect;

22.2.5 you agree not to abuse, interfere or otherwise tamper with any of our fire prevention equipment. This is illegal and may result in prosecution as well as putting your life and that of your Neighbours at high risk;

22.2.6 you agree not to do anything which may cause a fire hazard, including (but not limited to) using or storing in the Accommodation any flammable materials including:

- candles, incense sticks/burners or other naked flame;
- fireworks;
- petrol, paraffin, bottled gas, oil (including oil-filled radiators) or other dangerous materials;
- inflatable items (for example chairs, cushions etc.)
- deep fat fryer;

22.2.7 you agree that only curtains supplied by us can be hung at bedroom windows as they comply with British Standard Fire Safety regulations.

22.2.8 a single serious breach or repeated minor breaches of fire safety may result in us terminating your Agreement early;

22.2.9 Appropriate University staff carry out health & safety fire prevention checks in all Accommodation. Depending on your Accommodation, you should expect to have checks anything from once a month to once a year;

22.3 Security

You must ensure that your Accommodation is left secure. This includes (but is not limited to):

22.3.1 Keeping your key, key fob or key card with you at all times. Persistent failure to carry your keys requiring you to be let in by our staff and/or contractors may result in a charge being made to you by way of compensation for the time spent in letting you in to the Accommodation. You will receive a written warning first before any charge is made;

22.3.2 never marking your keys, key fobs or key cards with your address, or copying your keys or giving your keys, key fobs or key cards to anyone else. Please dispose of the cardboard wallet you receive when you first collect your keys

22.3.3 carrying your student admissions/identity card with you on all occasions in order that, when requested by any of our staff or contractors, you will be able to provide identification;
22.3.4 locking the door to your Accommodation when entering or leaving and ensuring that all windows in the Accommodation are locked before you go out. This helps prevent birds and insects entering, as well as keeping the accommodation safe;

22.3.5 not letting anyone you do not know into the Accommodation and accompanying your invited guests at all times;

22.3.6 being vigilant and reporting promptly any suspicious events to the police and/or to the University Security Services emergency line on (01904) 323333 or via the Safe Zone App (which you can download from the University website.

23. **Access**

You must allow our staff and/or contractors to enter the Accommodation in accordance with clause 29 below.

24. **Pets**

You must not keep any animal, bird, reptile, insect or fish at the Accommodation or within the Residence Grounds. Assistance dogs are permitted by prior arrangement with Accommodation Services.

25. **Payment for loss or damage**

25.1 You must pay for any or all loss or damage we suffer as a result of any breach of this Agreement by you, those living with you or your visitors. This includes (but is not limited to) any costs properly incurred by us in arranging any additional cleaning required, key or lock replacement where needed, collecting arrears, paying professional advisors and in relation to court proceedings. It also includes the cost of any excess we bear under our insurance policy in respect of the Accommodation to the extent that any damage is caused to it by you in breach of this Agreement.

25.2 In the event of any damage caused to your Accommodation which is not serious enough to require immediate repair or replacement and/or has the effect of reducing the period of time in which the damaged item would need to be replaced or redecorated, you will still be required to pay a fair charge towards the cost of repair or replacement or redecoration at a future date.

25.3 You must pay for the cost of issuing replacement lost/stolen keys or, where necessary, replacing locks. The charge for the first set of keys lost/stolen is a nominal amount only and you should be aware that this does not cover the full cost (including administrative expenses) to us of issuing a replacement set of keys/card. This charge will have to be paid for by cash, cheque or credit card at the time the new set of keys/card is issued. If a subsequent set of keys/card is lost/stolen the full cost of a replacement lock and keys necessary to ensure security for all may be charged.

25.4 Typical charges for damage, replacement keys and additional cleaning can be found at:

https://www.york.ac.uk/students/accommodation/university-accommodation/contracts-payments-and-prices/ These charges are a guide for standard items. The charge could be higher or lower depending on a number of factors including, but not limited to, the charges incurred for labour and materials, VAT, administrative costs and managerial time.

25.5 If for any reason you or anyone living with you causes us to become liable for Council Tax for the Accommodation (for example, because you are in full time employment or claim social security benefits) then you will repay to us within 14 days of written demand any sums paid by us to the local authority in respect of such Council Tax and you shall be responsible for payment to the Local Authority of all Council Tax liability in respect of the Accommodation.
We may charge you for any of the sums due from you under this clause 26 but we may choose to deduct these from any Damage Deposit held by us in accordance with clause 3. We will notify you in both cases.

When you leave

At the end of the Agreement you agree:

26.1 to vacate the Accommodation by the time we have specified on either the last day of the Period of Residence or the last day of the Agreement, if ended earlier and made satisfactory arrangements to pay all utility bills;

26.2 to return all keys, key fobs or key cards to College Reception. If keys or key fobs are not returned we will have to either fit new locks or replace the key or key fob and we will charge you with the full cost of this;

26.3 to leave the Accommodation in a clean and tidy condition, having removed all your belongings and rubbish from the Accommodation, and to leave all items listed in the Inventory in the same condition as they were in at the start of the Period of Residence, except for fair wear and tear. If you leave any rubbish in the Accommodation, you agree that we can dispose of this. If you leave any belongings of value in the Accommodation, we will notify you of this and give you a reasonable period of time to collect them. If you do not collect your belongings within that reasonable period, you agree that we can dispose of your belongings. If you do not comply with your obligations under this clause and as a result we have to clean or clear the Accommodation, we will charge you with the cost of this (including the administrative fees for collecting the charge as specified on the website at https://www.york.ac.uk/students/accommodation/university-accommodation/contracts-payments-and-prices/) that if you do not leave the Accommodation by the time required in clause 26.1 and we have to take action (which may include legal action) against you to require you to move out of the Accommodation you will pay all proper costs (including legal costs) that we incur together with all damage and loss we suffer (including, but not limited to, loss of income) as a result of you failing to leave.

26.4 If we have agreed under the terms of this Agreement or otherwise that you may leave the Accommodation earlier than the last day of the Period of Residence you must notify Accommodation Services that you have left the Accommodation in addition to returning the keys. Please note that you will be charged the Accommodation Fee for the period up to the date we receive that notice from you even if you have left the Accommodation before that date.

26.5 We may deduct any of the sums due from you under clauses 25 and 26 from any Damage Deposit in accordance with the provisions of clause 3.

OUR RIGHTS

Alterations and building works

The University is a successful and growing institution and there is a programme of development for new teaching and accommodation facilities on Campus, including a new build residence on Campus East. We will use reasonable endeavours to carry out any building works at times likely to minimise disturbance to you but this may not always be possible and
we do have the right to carry out any building works at the Accommodation, the Residence and/or on any other part of the Campus without liability for disturbance to you. Details of the planned development on Campus can be found on the University website at http://www.york.ac.uk/campus-investment/ which will be updated throughout the build period.

28. **Access & Inspection**

28.1 We have the right to enter the Accommodation to clean, inspect, repair, to show your Accommodation to prospective residents, carry out maintenance to the Residence Grounds, or for any other reasonable purpose at reasonable hours of the day. If we wish to exercise this right we will, whenever reasonably practical, give you at least 24 hours written notice (but whenever possible we will aim to give you 7 days' notice) before entering the Accommodation. In that notice we will state the date (or where the visit may take place on one of a number of days, the range of dates) and purpose of the visit. Advance notice will not be given in the case of an emergency (which includes problems with supply of water, heating, electricity, internet or with fire safety devices), in the case of ad-hoc statutory inspections or if you are in breach of clause 22 of this Agreement (Safety and Security) and have been informed in writing by us that inspections without notice are deemed necessary to protect your own well-being or the well-being and safety of others or to prevent damage to the Accommodation. In the case of an emergency, an ad-hoc statutory inspection, or a breach of clause 22 entry by us may be at any time without notice.

28.2 If you report to us the need for a repair in the Accommodation, we have the right to enter the Accommodation to inspect and/or undertake the repair at reasonable hours of the day without having given you advance notice of our visit. If when reporting the repair, you ask to be present, we will aim to give you advance notice of the date and time period of our visit but may not be able to do so when we consider the repair requires prompt attention.

28.3 If you are not in the Accommodation when we call on a visit that we have either arranged in advance (in accordance with clause 28.1) or which arises as a result of you having reported a repair to us (in accordance with clause 28.2), you agree that we may enter the Accommodation, using our duplicate key, unless you have previously informed us and proposed a reasonable alternative arrangement.

28.4 In an emergency, where we cannot gain access, we may have to force entry. This might be, for example, where water is overflowing or somebody’s life or physical safety is at risk. In this case, we will secure the Accommodation and repair any damage as a result of the forced entry. If we have to force entry because of your neglect or misuse of the Accommodation or your failure to report repairs, we will charge you with the reasonable cost of having to force entry and repairing any associated damage;

If we incur costs when calling on a pre-arranged visit because access is refused or we cannot enter the Accommodation in accordance with clause 28.2 (because you have given us specific instructions to the contrary and you are not in when we visit), we will charge you with the cost of this (as set out in our list of standard charges at https://www.york.ac.uk/students/accommodation/university-accommodation/contracts-payments-and-prices/) If we have to take legal action to enforce the right of entry, we will ask the court for an order for the cost of the legal action to be paid by you.

28.5 Where, on any inspection of the Accommodation, we consider (acting reasonably) that additional cleaning is required, we will first issue you with a warning and give you an opportunity to clean the Accommodation yourself. If the Accommodation is not returned to a satisfactory condition by the next inspection, we may arrange for any necessary work to be undertaken and may charge you for the cost of us undertaking the cleaning ourselves. You will be notified of the charge that will be incurred. Please see
https://www.york.ac.uk/students/accommodation/university-accommodation/contracts-payments-and-prices/ for further details.

29. **Removal of items from Accommodation**

We may remove from the Accommodation any items which we find in the Accommodation (either used or unused) that we consider (acting reasonably) are dangerous and/or may cause a fire hazard. If we remove an item, we will leave a note in the Accommodation confirming that the item has been confiscated and who you need to contact in order to recover the item. You will not be able, however, to take the item back into the Accommodation.

30. **Liability for loss or damage**

Subject to the provisions of the Occupiers Liability Act 1957 and the Defective Premises Act 1972, we shall not in any circumstances incur any liability in respect of loss or damage to any person or property or otherwise, unless the loss or damage was caused by our negligence.

31. **Right to relocate**

31.1 We reserve the right to move you to similar alternative accommodation for reasonable management reasons including (but not limited to):

31.1.1 where we consider that we cannot reasonably carry out works to the Accommodation or neighbouring property (whether repairs or improvements) whilst you, and anyone living with you, remain in the Accommodation;

31.1.2 where the Accommodation is damaged or otherwise adversely affected, such that we consider (acting reasonably) that it is unfit for occupation (for example, due to flood, infestation, storm, damage, plant malfunction);

31.1.3 where there has been a change in your circumstances and as a result we decide (acting reasonably) that the Accommodation is no longer suitable and/or appropriate for you and those authorised by us to live with you (for example, if there has been a change in the number of residents in the Accommodation);

31.1.4 where the terms of your Agreement, due to the nature of your course of study or otherwise, are inconsistent with the terms of the standard Agreement (for example the Agreement incorporates a late start, early finish or short Period of Residence).

31.1.5 where we need to relocate another resident to your Accommodation because your Accommodation is more suitable for them (for reasons of health and welfare or mobility) and no other suitable accommodation for that resident is otherwise available.

31.2 We reserve the right to require you to move (either temporarily or permanently) to suitable alternative accommodation where we reasonably consider, because of your behaviour, or for your welfare or for any other reason, that it is necessary to move you from the Accommodation to protect your well-being or the well-being of others or to prevent damage to the Accommodation.

**Failure by you to comply with this clause by refusing to vacate will be considered a serious breach of this Agreement.**

31.3 If we request you to relocate:

31.3.1 We will give you written notice of this and give you details of the similar alternative accommodation to which you will be moving. We will also notify you of the date on which you are to move to the similar alternative accommodation and we will give you reasonable notice of this date (taking into account the circumstances). Certain
circumstances may mean that the notice period may be as little as twenty four hours;

31.3.2 if the accommodation fee for the similar alternative accommodation is more than the Accommodation Fee that you are paying for the Accommodation, we will not charge you the higher accommodation fee and will continue to charge you the Accommodation Fee;

31.3.3 If the accommodation fee for the similar alternative accommodation is less than the Accommodation Fee that you are paying for the Accommodation, we will charge you the lower accommodation fee as from the date on which you move into the similar alternative accommodation;

31.3.4 If we reasonably agree that the alternative accommodation is not sufficiently similar, you have the right to terminate this Agreement. If you wish to exercise this right you must give Accommodation Services written notice of this no later than 7 days after the date of the written notice that we have given to you under clause 31.3.1. The Agreement will then end on a date 7 days after your notice to terminate was given to Accommodation Services or such other date as you may agree with Accommodation Services (acting reasonably). We will refund any Accommodation Fee you have paid in respect of the period after the termination date;

31.3.5 Where you can produce a valid receipt, we will pay to you any reasonable out-of-pocket expenses, for example travel costs that you incur by moving into the similar alternative accommodation.

31.4 If you do not move out of the Accommodation on us requesting you to do so in accordance with our rights, we can take legal action to force you to move out. If we have to take legal action, we will ask the court for an order that the cost of the legal action be paid by you.

31.5 The terms of clauses 31.3.1 – 31.3.5 shall not apply where we give you notice to reallocate you to different Accommodation after the date of this Agreement but before the date you take up residence (if later) and the following provisions shall apply in their place:

31.5.1 We will give you notice of the reallocated accommodation to which you will be moving into;

31.5.2 If the Accommodation Fee for the reallocated accommodation is more than the Accommodation Fee that you would have paid for the originally allocated Accommodation, we will not charge you the higher accommodation fee;

31.5.3 If the Accommodation Fee for the reallocated accommodation is less than the Accommodation Fee that you would have paid for the originally allocated Accommodation, we will charge you the lower accommodation fee as from the date on which you move into the similar alternative accommodation.

32. **Right to temporarily suspend your right to occupy**

32.1 If you have:

32.1.1 committed a serious breach of your obligations under this Agreement, or we reasonably suspect that you have; or
32.1.2 you are in serious breach of the University Regulations such that we reasonably consider that suspension from your Accommodation is necessary; or

32.1.3 you are under investigation by the police for any offence or are charged with any offence; or

32.1.4 we have reasonable grounds to believe that you may have committed any offence (whether or not at that stage there is any police investigation)

we may suspend you from the Accommodation during the period of appropriate investigation of the breach or the suspected breach or the offence or suspected offence. We will only suspend you if we consider (acting reasonably) that your continued presence at the Accommodation will constitute a threat to life, limb or safety or well-being of any person and/or criminal damage to property. Any decision to suspend you will be made in accordance with the procedure set out in the Regulations and be subject to your right to appeal that suspension as detailed in the Regulations.

32.2 During this suspension, we are under no obligation to provide you with any accommodation.

**PROCEDURE FOR DEALING WITH YOUR BREACHES**

33. Procedure

33.1 If you, anyone living with you or your invited guests breach any of the conditions of this Agreement then, depending upon the nature of the breach and/or the seriousness of the breach, action may be taken against you under the procedure set out in clauses 31.2 to 31.7 below.

33.2 Save for the breaches set out below, any breach of the conditions of this Agreement by you, or by anyone living with you or by your invited guests, will constitute a disciplinary offence under the Regulations. Those breaches that will not constitute a disciplinary offence are:

33.2.1 failure to pay the Accommodation Fee; and/or

33.2.2 you being made bankrupt.

33.3 On any member of staff of the University identifying or becoming aware of any breach or suspected breach by you of the terms of this Agreement, that member of staff will decide (subject to clause 31.4) whether to:

33.3.1 take no action; or

33.3.2 discuss this with you informally; and/or

33.3.3 refer the matter to Accommodation Services and/or Health & Safety; and/or

33.3.4 refer the matter to the Head of College.

33.4 The matter will be referred to Accommodation Services and/or Health & Safety in circumstances where:

33.4.1 it is clear that you, anyone living with you or your invited guests have breached the Agreement; and
33.4.2 that the breach has resulted in or could have resulted in damage being caused to the Accommodation or the Residence Grounds and/or put yourself, other residents, staff, contractors and visitors at risk of injury.

33.5 If the matter is referred to Accommodation Services under clause 33.4:

33.5.1 you will be issued with a demand for the reasonable cost of repairing the damage caused by your breach in accordance with clause 25 You will need to pay the invoice within 14 days and if you fail to do so this will constitute a disciplinary offence under Regulation 7 and the matter will be referred to the Head of College to be dealt with in accordance with clause 33.6 and Regulation 7. If you are unhappy with the amount of the invoice issued to you by Accommodation Services, you can complain about the level of the invoice in accordance with the procedure set out in clause 41;

33.5.2 where the matter is sufficiently serious it shall be referred to the Head of College.

33.6 If the breach or suspected breach is referred to the Head of College for the Residence, the Head of College will deal with the breach or suspected breach in accordance with Regulation 7 of the Regulations. If the Head of College decides that you have committed the breach then, under Regulation 7, this could result in the Head of College:

33.6.1 imposing a fine up to the maximum figure as set out in Regulation 7; and/or

33.6.2 requiring you to pay the reasonable costs incurred by us arising from the breach over and above any payable by you under clause 33.5; and/or

33.6.3 referring the matter to the Deputy Vice Chancellor or a Pro Vice Chancellor. This may result in a decision being made that we will terminate this Agreement;

33.7 If you are unhappy with the decision made by the Head of College you can complain about the decision in accordance with the procedure set out in clause 42. If you are unhappy with the decision made by the Deputy Vice Chancellor or a Pro Vice Chancellor you may appeal this decision following the procedure in University Regulation 7. University Regulations are on the web page http://www.york.ac.uk/about/organisation/governance/governance-documents/ordinances-and-regulations/regulation-7/.

33.8 The above procedure will not apply in relation to a breach of the Agreement arising from either your failure to pay the Accommodation Fee in accordance with the payment terms or you becoming bankrupt. In such circumstances:

33.8.1 we will be entitled to terminate the Agreement in accordance with clause 38;

As such, if you are experiencing any financial difficulties which may mean that you are unable to pay the Accommodation Fee when it is due you should immediately contact the Fees Office.

**YOUR RIGHT TO END THIS AGREEMENT EARLY**

34. **Legally Binding Agreement**
Do not sign this agreement unless you intend to be legally bound by its terms. You have no right to cancel this agreement once you have signed it and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to this agreement. If there is anything you do not understand or wish to discuss, please contact Accommodation Services before signing this agreement.

35. Right to terminate

35.1 You may terminate this Agreement before the end of the Period of Residence provided we are able to find a suitable replacement occupier who is not already in accommodation provided by us and who will occupy the Accommodation immediately after you have left (the suitability of the proposed replacement occupier will be determined by us (acting reasonably)). You must also:

35.1.1 give Accommodation Services not less than eight weeks written notice of your intention to terminate at the end of the notice period using the request to vacate form which can be found at https://www.york.ac.uk/about/departments/support-and-admin/accommodation/currentstudents/requesttochangeleaveyourroom/#tab-2

35.1.2 and, in the notice, you specify the reasons for wishing to vacate and the End Date;

pay in full on or before the End Date, all of the Accommodation Fee due under this Agreement up to and including the End Date (whether or not you choose to vacate before that date) together with the administrative charge (which is set out in our list of standard charges on the website at: york.ac.uk/fix-my-room If a suitable replacement occupier is found and your agreement is terminated under clause 35 and you move out of the Accommodation by the End Date or the date the relevant notice period expires (as the case may be), we will refund any Accommodation Fee that you have paid in respect of the period after the End Date, less our Cancellation Fee to cover our administration costs and the cost of cleaning and preparing the Accommodation for re-letting.

36. Right to Cancel

36.1 If you:

36.1.1 fail to pay any sums due to us whether in connection with any previous occupation by you of any accommodation provided by us (whether or not owned by us or a third party) BEFORE you vacated that previous accommodation; or

36.1.2 fail to pay any tuition fees or any other payment due to the University; or

36.1.3 are in serious breach or have persistently breached the terms of your agreement for that other accommodation

then we may cancel this Agreement at any time prior to the start of the Period of Residence (but before payment by you of all such sums owed) by giving you 7 days written notice.

36.2 If we cancel this Agreement under clause 36.1 we will refund any Advance Payment and/or Accommodation Fee that you have paid.

37. Termination for breach

We may terminate this Agreement in any of the following circumstances:-
37.1 if you have failed to pay the Accommodation Fee; or

37.2 where you have committed a serious breach or have persistently breached the conditions of this Agreement and, having followed the procedure set out at clause 36 above, we have decided to terminate the Agreement; or

37.3 if you are made bankrupt.

38. **Termination for other reasons**

We may also terminate this Agreement by giving you notice in any of the following circumstances:

38.1 if we are unable to find you similar alternative accommodation (despite our reasonable efforts) and, through no fault of your own, either:

   38.1.1 your Accommodation has been severely damaged and, acting reasonably, we deem it unfit for occupation; or

   38.1.2 we are unable to provide the Accommodation as a result of events beyond our control;

38.2 If you are no longer pursuing a full time course of study at the University;

38.3 Where we reasonably consider that, because:

   a) of your behaviour; or

   b) for any other reason (for example, an infestation by insects or an outbreak of an infectious disease);

   it is necessary to move you from the Accommodation to protect your well-being or the well-being of others or to prevent damage to the Accommodation;

38.4 if any information supplied by you, or on your behalf, in connection with your application to the University or for a place in the Accommodation is untrue, inaccurate or misleading, or if you fail to disclose relevant information which would amount to a misrepresentation, and we consider (acting reasonably) that the relevant information makes you unsuitable to live in the Accommodation.

38.5 If for any reason you or any other occupier of the Accommodation causes us to become liable for Council Tax (because you or any other occupier are in full time employment or claim social security benefits) for the Accommodation.

39. **Writing up year and leave of absence**

If you are not pursuing a full time course of study but will be in your writing up year or on leave of absence, we may, in our absolute discretion, allow you to remain resident. You must submit a written request to remain resident no less than 8 weeks before your student status changes. If you are going on leave of absence, a shorter period of notice may be accepted by us if there are, in our opinion (acting reasonably), exceptional circumstances. A decision on your request will be made by us based on information received from your academic department and other appropriate University staff. You may be asked to provide additional information. In the case of a student in their writing up year, permission will not be granted to remain resident if you cannot provide supporting evidence that you will be studying for more than 21 hours per week, over a 24 week period.

40. **Notice and effect of termination**

40.1 Under the circumstances set out in clauses 38 and 39 we will give you reasonable notice (taking into account the circumstances) that we are terminating the Agreement. The notice
period will not normally be less than four weeks but may be as little as twenty four hours. The termination of the Agreement will not affect our rights to claim against you for any loss or damage caused by any breach of the Agreement by you, anyone authorised by us to live with you and/or your invited guests.

40.2 If the Agreement is terminated and you do not move out of the Accommodation by the termination date, we will only be able to force you to move out if we obtain a court order. You will be obliged to pay our proper costs (including legal costs) that we incur in taking such action and we will ask the court to make an order requiring you to pay these costs.

40.3 If the Agreement is terminated in the circumstances set out in clause 38.1 and you have moved out of the Accommodation by the termination date:

40.3.1 You will still be obliged to pay, to the extent you have not already paid, that part of the Accommodation Fee corresponding to the period up to and including the termination date; but

40.3.2 We will refund any Accommodation Fee you have paid in advance, in respect of the period after the termination date.

If we terminate the Agreement in the circumstances set out in clauses 37, 38.2, 38.3, 38.4.,38.5,

40.3.3 you will still be obliged to pay, to the extent you have not already paid, that instalment (or instalments) of the Accommodation Fee that should have been paid before the Agreement was terminated, even if that sum covers a period which extends beyond the termination date (where you are paying by instalments this would include all instalments where the date on which the instalment was due to be paid was before the date the Agreement was terminated; but

40.3.4 if we are able to re-let the Accommodation, we will refund any part of your Accommodation Fee you have paid in advance which corresponds to the period in which the Accommodation is re-let.

40.4 For the avoidance of doubt, if we properly terminate this Agreement in accordance with its terms not only you but all those that live with you, whether named in your application for University accommodation, approved by us subsequently to live with you, or unauthorised by us, will also be required to leave.

COMPLAINTS AND APPEALS

41. Complaints

If you are unhappy with a decision that we have made or feel we have either not kept to the terms of this Agreement or that we have breached the Code of Practice you should, in the first instance, follow the Accommodation Services complaints procedure which you can view at http://www.york.ac.uk/about/departments/support-and-admin/accommodation/currentstudents/reportaproblem/ #tab-1

If you are not happy with the outcome and wish to pursue your complaint further, you should do so in accordance with the University complaints procedure which can be reviewed at

http://www.york.ac.uk/students/help/appeals
For the avoidance of doubt, if we have decided, in accordance with the provisions of this Agreement, to terminate this Agreement and you have not left the Accommodation as you were required to do, we will still be entitled to take legal action against you to recover possession of the Accommodation notwithstanding that you may have complained about our decision to terminate the Agreement.

NOTICES

42. **Service of Notice**

42.1 All letters and notices sent by us to you will be properly served if they are given to you in person or by e-mail to your University address or if they are delivered by hand, by first class post, or by special delivery to you at:

42.2 the Accommodation and/or;

42.3 the address you provide to us when applying to us for the Accommodation or such other address that you have notified us of in accordance with clause 44.

42.4 A notice sent by the following means is to be treated as having been received

42.5 if delivered by hand, on the day of delivery; or

42.6 if sent by special or recorded delivery, on the first working day after posting or;

42.7 if sent by first class post, on the second working day after posting or;

42.8 if sent by email to your University address and no “delivery failure” message is received.

**Change of Address**

43. You agree to notify Student Records of any change to the address you provide to us when applying to us for the Accommodation.

**Third Party Notices**

44. You are to pass on to us immediately any statutory letters or notices served on you by a third party (i.e. not us).

**University address for service**

45. Any notices about the Accommodation or this Agreement (including notices in proceedings) which you want to send to us should be sent to Accommodation Services.
GLOSSARY

Words used in this Agreement and in these Terms and Conditions of Residence have the following meanings:

"Booking Fee" the sum stated in the Booking as the non-refundable fee for reserving the Accommodation;

"Cancellation Fee" means the sum specified as the Cancellation Fee on the University website at https://www.york.ac.uk/study/accommodation/undergraduate/how-to-apply/ or https://www.york.ac.uk/study/accommodation/postgraduate/how-to-apply/

"Conditional Student" A student who has been offered a conditional course place and who have been offered and Accommodation Conditional upon the course place being confirmed and accepted;

"Damage Deposit" the sum of money stated on the University website at https://www.york.ac.uk/study/accommodation/families/ and paid by you and held by us as security for the payment of any costs or charges incurred by the University under this Agreement including for repairing damage or additional cleaning or for any unpaid Accommodation Fees;

"Leave of Absence" means taking an authorised break in studies. www.york.ac.uk/staff/supporting-students/issues/academic/taught/loa-taught/

"Accept" Means to formally accept the offer of the Accommodation on-line or by signing a paper copy of the Booking or by moving into the Accommodation and “Accepted” and “Accepting” are to be interpreted accordingly.

"Accommodation” Means the house or flat specified in your booking or any other alternative accommodation where we have relocated you under this Agreement

"Accommodation Fee” Means the charges for your occupation of the Accommodation as stated in the Booking

"Accommodation Services“ Means the main accommodation office at: Accommodation Services Space Management Directorate Estates and Campus Services Providence House Innovation Way University of York York YO10 5ZF Tel: +44(0)1904 432165

Email: accommodation@york.ac.uk
“Agreement” means the contract between us and you relating to the Accommodation and comprising:

a) the Booking

b) these Terms and Conditions of Residence; and

c) the Regulations

In the event of any contradiction between the Terms and Conditions of Residence and the Regulations, the Regulations will take precedence.

“Booking” means the online Booking sent to you by us confirming the details of our offer of the Accommodation.

Cancellation Fee means the sum specified as the Cancellation Fee on the University website at https://www.york.ac.uk/study/accommodation/undergraduate/how-to-apply/ or https://www.york.ac.uk/study/accommodation/postgraduate/how-to-apply/

“Code of Practice” means the University’s UK/SCOP code of practice for the management of student housing a copy of which can be found at: www.universitiesuk.ac.uk.

“College Office” means the College Administrator for your College. Contact details are available from the College website and from the College.

“College Reception” means the College Receptionist. Contact details are available from the College website and from the College.

“End Date” means the date on which you wish this Agreement to end where you are seeking to terminate this Agreement before the end of the Period of Residence under clause 34

“Facilities Manager” means the Facilities Manager for your College. Please see your College website for further details;

“Fees Office” means the Fees Office, University of York, Market Square, Heslington YO10 5DD

“Inventory” means the list of furniture and equipment at the Accommodation which will be given to you when you arrive at the University

“Neighbours” means (as the case may be in the context of the relevant term or condition) anyone residing in any adjoining/adjacent room to the Accommodation and/or anyone living in the Residence and/or anyone (including for the avoidance of doubt people who are not students) living in the surrounding neighbourhood or locality of the Residence.

“Period of Residence” means the Period of Residence granted by this Agreement starting and ending on the dates stated in the Booking unless the Agreement ends earlier in accordance with the terms of this Agreement.
**“Regulations”** Means the University regulations which can be reviewed at http://www.york.ac.uk/organisation/governance/corporate-publications/ordinances-and-regulations/.

**“Residence Grounds”** Means the external areas of the Accommodation which are owned by us including (but not limited to) any car parks, roads, gardens or landscaping which adjoin the Accommodation.

**“Sponsor”** Means any person or organisation who is paying all or part of your Accommodation Fee.

**“Security Centre”** Security Reception, University of York, Information Centre, Market Square, Heslington YO10 5DD [http://www.york.ac.uk/admin/security/](http://www.york.ac.uk/admin/security/)

**“Student Records”** Registry Services, Student Administration Building, near Vanbrugh College and Market Square, University of York YO10 5DD

**“Terms and Conditions of Residence”** Means this document and includes all policies and procedures and other documents referred to in it.

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**SCHEDULE ONE**

1. **Terms and conditions concerning payment of Accommodation Fee and Booking Fee**

1.1 Your Accommodation Fee must be paid either

   1.1.1 in full, (i.e. in one instalment), by the due date as stated on the Booking; or

   1.1.2 in monthly, termly or quarterly instalments in accordance with the payment schedule set out at paragraph 1.7 below

1.2 You can pay by direct debit, cheque, debit card and credit card and bank transfer.

1.3 You can elect what payment method you prefer. If you fail to make an election then you will be deemed to have elected to pay the Accommodation Fee in full in accordance with paragraph 1.1.1 above.

1.4 If you have elected to pay by cheque this can be posted to the Fees Office, delivered by hand to the letter box at the Fees Office, or sent by post to the Fees Office.

1.5 If you have elected to pay by Credit or Debit card online please use either eVision or go to www.york.ac.uk/payments. Online payments can be made at any time up to the deadline given in paragraph 1.1.1 above. Please note that we do not accept American Express cards.

1.6 If you have elected to pay by Direct Debit you may, at any time up to the first day of term:

   1.6.1 enter the details on the secure payment screen when you Accept this Agreement online;

   1.6.2 send a completed paper copy direct debit mandate to the Fees Office;

   1.6.3 complete a direct debit mandate through eVision as part of the enrolment process.

   Please note that a Direct Debit can only be set up from UK bank current accounts and not savings or deposit accounts. If your Sponsor is setting up a Direct Debit from their bank account, they will need your Student ID number to do this.

1.7 If you have elected to pay by:
1.7.1 cheque, debit card or credit card payment each instalment is due on the instalment date set out in the Booking;

1.7.2 direct debit, you will be notified of the amount and dates for each collection at least 10 days before the collection date.

2. **Sponsors**

If you have a Sponsor, you will be responsible for providing them with all the information they require to enable them to make payments on your behalf in accordance with the same timescales as would apply if you were making all payments yourself. If you are paying part of the Accommodation Fee yourself, you will need to pay those fees as set out above. If your Sponsor fails to pay in accordance with these terms you will remain liable for the full payment. We will contact you if we have problems recovering money from your Sponsor.

3. **Terms and conditions concerning payment of Booking Fee**

Your Booking Fee must be paid to Accommodation Services when you receive an allocation of a family house. Once you have made payment you will be sent an offer of accommodation and will be asked to accept the Accommodation Agreement. The Booking Fee will become your Deposit once you take up occupancy of the Accommodation.