

Access to Accommodation Policy

1. Introduction

University of Bristol (the “**University**”) recognises that a residence, student house / flat or staff accommodation (“**Accommodation**”) is home to the people who live there and that their privacy must be respected by everyone, including University staff (“**Staff**”), Partnerships staff (“**Partners**”) and contractors employed or authorised to carry out work on the University’s behalf (“**Contractor**”).

The University also has statutory obligations in this regard under current legislation.

In light of the above, the University has implemented an overarching University Access policy as part of the overall Security policy and this ‘Access to Accommodation policy’, is an addendum to this policy to clarify the procedures for Staff and Contractors wishing to enter Accommodation. The University reserves the right to amend this policy at any time.

2. Application of the Policy

The policy will apply to Staff, Partners and Contractors wishing to enter Accommodation.

3. Powers

Nothing in the policy limits the powers of the Police to enter Accommodation under existing legislation. The University appreciates the need for the Police to enter Accommodation for various reasons, including but not limited to searching for illegal substances, preventing a breach of the peace or carrying out an arrest.

4. **Student Accommodation**

4.1 Tenancy Conditions

A tenant who is a student at the University (“**Student Tenant**”) is required to enter a tenancy agreement with the University before occupying the premises in question (“**Student Agreement**”). The Student Agreement states that the University or Building owner’s staff are permitted to enter the premises let under the Student Agreement (“**Student Accommodation**”) at reasonable times of the day on reasonable prior notice (except in an emergency, where no prior notice is required).

4.2 Reasons for University entry into Student Accommodation

The University or building owner will require entry to Student Accommodation for the following purposes (this list is not exhaustive):

- (a) carrying out repairs in response to a request on a fault report form;
- (b) undertaking planned maintenance;
- (c) carrying out emergency repairs;
- (d) assessing the Student Accommodation for planned improvements;
- (e) carrying out risk assessments;
- (f) complying with health and safety legislation;
- (g) conducting open day visits or other viewings permitted under the Tenancy Conditions;
- (h) undertaking routine housekeeping tasks;
- (i) contacting Student Tenants urgently;
- (j) investigating complaints.
- (k) In a medical emergency
- (l) on suspicion of criminal activity

4.3 Protocol between Security Services and Residential and Hospitality Services for Patrolling the UoB owned Residences

This protocol outlines the practical steps Security Officers will take to ensure a positive and pro-active relationship is maintained and enhanced between Security and Students residing in the Residences. The overarching principle which will be to ensure any patrols are not seen as intrusive and more a positive engagement between the University and students demonstrating our absolute commitment to the safety and security of all residents.

Security Services

Patrolling Security Officers will:

1. Be fully briefed in terms of their roles and responsibilities when patrolling UoB owned Residences.
2. Will not enter bedrooms unless there is threat to the occupants' well-being or there is evidence of criminality. In either case, and under no circumstances, will Officers ever enter an occupant's bedroom without being accompanied by another Officer and/or a Senior Resident/Warden or other authorised University staff.
3. At all times, Officers will be pro-active, courteous and engage positively with Student Residents.
4. Inappropriate behaviour towards Residents will not be tolerated and any such incidents will be immediately referred to the Security Operations Manager for appropriate action.
5. Patrols will be random.

4.4 Notice Procedure

The Student Tenant must be given written notice of the date and time of proposed entry by the accommodation manager or partner ("**Student Notice**"). The Student Notice must be handed to the Student Tenant or left at the Student Accommodation or emailed to the Student Tenant at the start of the Notice Period (at least 24 hours).

The Student Notice must state that if the Student Tenant is not present at the Student Accommodation at the time of the proposed entry, the University or partner is entitled to enter the Student Accommodation in any event.

Where a Student Tenant has requested repairs to the Student Accommodation, notice that the accommodation will be entered to effect the repair will be deemed to have been given and no Student Notice need be given but for the avoidance of doubt, the procedure set out in clause 4.4 of the Policy (Entry Procedure) will still be followed.

In cases of emergency (including fire drills), no Student Notice will be given. If possible in all of the circumstances, the Staff, Partner and/ or Contractor should ask for consent for entry from the Student Tenant. If the Student Tenant cannot be located then consent must be obtained from either the accommodation manager or a member of residential Staff.

In cases where Staff or Partner has reasonable grounds to suspect criminal activity in Student Accommodation, no Student Notice is required for entry (subject to clause 4.5 of the Policy below).

4.5 Entry Procedure

Before attempting to enter the Student Accommodation for purposes other than a repair, in an emergency or on suspicion of criminal activity the Staff member, Partner and/ or Contractors must first attempt to report to a member of the residential Staff or Partner (residences) or a senior resident (student houses/ flats). Where this is not possible, this requirement will be deemed to be satisfied.

The Staff, Partner and / or Contractors must knock or ring on the doorbell and give the Student Tenant a reasonable length of time to answer. If there is no answer within a reasonable time, the Staff and/ or the Contractor is entitled to enter the Student Accommodation but must announce their presence loudly upon doing so.

4.6 Entry Procedure in an Emergency

In cases of emergency, Staff , Partners and/or Contractors are entitled to enter the Student Accommodation as reasonably required by the circumstances giving rise to the emergency.

If possible in all of the circumstances, the Staff and / or Contractor should ask for consent for entry from the Student Tenant. If the Student Tenant cannot be located then consent must be obtained from either the accommodation manager or a member of residential Staff (UoB owned residences)

In cases where the emergency occurs before 9am or after 5pm Monday-Friday, the Student Tenant is required to give consent to entry to the Student Accommodation. If the Student Tenant cannot be located or refuses to give consent, then any of the warden, the deputy warden or, if these staff are not available, the Student Support Adviser or Head of Student Residential Life is entitled to give consent to such entry.

The nature of the emergency must be reported to the appropriate member(s) of residential staff at the earliest reasonable opportunity in all cases.

Residences are responsible for ensuring that a contact list is maintained and made available.

4.7 Entry Procedure on suspicion of criminal activity

If Security Staff, Staff or Partners have reasonable grounds to suspect criminal activity in Student Accommodation, they will be entitled to enter the Student Accommodation immediately upon acquiring consent from the warden, the deputy warden or, if these staff are not available, the Student Support Adviser or Head of Student Residential Life. If none of the above are available, the Duty Security Supervisor can give authority but MUST notify the Head of Residential Life as soon as is reasonably practicable.

4.6 Other Requirements

The Staff, Partner and / or Contractors must:

- (a) carry appropriate identification at all times;
- (b) assist residence staff in ensuring that any special requirements for access connected with disability or health needs are observed.
- (c) treat the Student Tenant and the Student Accommodation with respect and consideration at all times;
- (d) leave a signed and dated card at the Student Accommodation detailing the purpose of the entry and what (if any) works have been carried out to the Student Accommodation;
- (e) not use any of the facilities located within the Student Accommodation unless use of the facilities is crucial to the purpose of the entry;
- (f) lock all doors on departure from the Student Accommodation;
- (g) leave the Student Accommodation in a clean and tidy condition and free from all rubbish and debris; and
- (h) leave all furniture and chattels at the Student Accommodation in the same location and condition as at the beginning of the entry.