

## Access to Accommodation Policy

### 1. Purpose and definition

University of Bristol (the “University”) recognises that University accommodation (“Student Accommodation”) is home to the people who live there (“Student Tenant”) and that their privacy must be respected by everyone, including University staff (“Staff”), Security Services Patrolling Security Officers (“Officers”), Partnership accommodation staff (“Partners”) and contractors employed or authorised to carry out work on the University’s behalf (“Contractor”).

Student Accommodation is the premises let under the Student Agreement, including student bedrooms and shared areas such as kitchens and common areas.

Student Tenants enter a tenancy agreement with the University (“Student Agreement”) before occupying the Student Accommodation. The Student Agreement states that the University is permitted to enter the Student Accommodation at reasonable times of the day on reasonable prior notice (except in an emergency, where no prior notice is required).

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

In light of the above, the University has implemented this access to accommodation policy (“Policy”) to clarify the procedure for Staff, Officers, Partners and Contractors wishing to enter Student Accommodation. The University reserves the right to amend the Policy at any time.

### 2. Application of the Policy

The Policy will apply to Staff, Officers, Partners and Contractors wishing to enter Student Accommodation.

Nothing in the Policy limits the existing and separate powers of the police to enter Student Accommodation under existing legislation.

### 3. Student Accommodation

#### 3.1 Reasons for University entry into Student Accommodation

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

- a. carrying out repairs in response to a request on a maintenance 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 Residence 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,
- m. where there is a threat to life or property, e.g. removing articles covering smoke detectors.

### **3.2 Security Services Protocol for Patrolling the Student Accommodation**

This protocol outlines the practical steps Officers will take to ensure a positive and pro-active relationship is maintained and enhanced between Security and Students Tenants. The overarching principle is to ensure any patrols are not intrusive but as a positive engagement between the University and Student Tenants demonstrating our absolute commitment to the safety and security of all Student Tenants.

Security Services Patrolling Security Officers will:

1. Be fully briefed in terms of their roles and responsibilities when patrolling Student Accommodation.
2. Not enter Student Accommodation unless there is threat to the Student Tenants wellbeing or evidence of illegal activity. If these conditions exist, Officers are permitted to enter Student Accommodation, at any time and without written notice.
3. Officers are permitted to enter Student Accommodation, at any time and without written notice, where there is a threat to life and or property, e.g., a covered smoke detector. Where a single Officer enters a room, for whatever reason, they will deploy a Body Worn Camera to capture the entire incident.
4. Officers may enter Student Accommodation, at any time and without written notice, where there is significant noise causing nuisance to other residents.
5. At all times, Officers will be pro-active, courteous and engage positively with Student Tenants.
6. Inappropriate behaviour towards Student Tenants will not be tolerated and any such incidents will be immediately referred to the Security Operations Manager for appropriate action.
7. Patrols will be random.
8. Officers must ALWAYS obtain authority to enter any Student Accommodation from the Duty Security Supervisor. The only exception is in extreme circumstances when there is an immediate threat to life and or property, e.g. a fire. Authority in such cases would be granted retrospectively.

### **3.3 Notice Procedure**

The Student Tenant must be given written notice of the date and time of proposed entry by residence staff ("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 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 3.4 of the Policy (Entry Procedure) shall 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, Officers or Partners 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 Office or a member of residential Staff.

In cases where Staff, Officers or Partners have reasonable grounds to believe that an illegal practice is occurring in Student Accommodation, no Student Notice is required for entry (subject to clause 3.5 of the Policy below).

### **3.4 Entry Procedure**

Before attempting to enter the Student Accommodation for purposes other than repairs, the Staff, Officers, Partners or Contractors must attempt report to a member of the residential Staff or Partner. Where this is not possible, this requirement will be deemed to be satisfied by the Student Notice.

The Staff, Officers, Partners or Contractors must knock or ring 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, Officer, Partner or Contractor is entitled to enter the Student Accommodation but must announce their presence loudly upon doing so.

### **3.5 Entry Procedure in an Emergency**

In cases of emergency, Staff, Officers, Partners 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, Officers, Partners or Contractors should ask for consent for entry from the Student Tenant. If the Student Tenant cannot be located then consent must be obtained from a member of the residential Staff or Partner.

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

### **3.6 Entry Procedure on suspicion of illegal activity**

If Staff, Officers or Partners have reasonable grounds to suspect illegal activity in Accommodation, they will be entitled to enter the Accommodation, at any time and without written notice. Staff must obtain authority from the Duty Security Supervisor before entering a bedroom.

### **3.7 Other Requirements**

The Staff, Officer, 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.

### **4. Complaints**

Student Tenants wishing to submit a complaint regarding the application of the Policy by Staff, Officers, Partners or Contractors should contact the Accommodation Office in writing at [accom-office@bristol.ac.uk](mailto:accom-office@bristol.ac.uk)