

Words used in these Terms and Conditions

The words "Room", "Licensee", "Licence Period" and "Licence Fee" refer to the descriptions given in the Licence to Occupy Residential Premises signed by the Licensee.

Description of the term "Residential Premises" as used in this document:

This is the room allocated to the licensee together with the use in common with others of the related cooking, dining, bathroom*, toilet*, facilities and fixtures, furniture and furnishings therein located in Norfolk and Suffolk Terraces, Mary Chapman Court, Orwell and Wolfson Closes, Britten House, Browne House, Colman House, Constable Terrace, Kett House, Nelson Court, Paston House, University Village and Victory House (* in the case of Britten House, Browne House, Colman House, Constable Terrace, Kett House, Nelson Court, Paston House, Victory House and University Village, the study bedroom includes en-suite bathroom and toilet and there are no bathroom and toilet areas used in common with others except in Two Bedroom Studio Flats. There are no common storage or drying facilities in residences).

A: The Licence

The Licence Fee

1. Payment of the Licence fee:

1.1 The Licensee will, subject to any extension of time for payment being granted, pay the University OR where appropriate pay UEA Student Residences Limited (referred to hereon as UEASR depending on the named licence issued), the appropriate instalment of the Licence fee within 28 days of the date of the invoice relating thereto.

1.2 The Licensee will, if terminating the licence under paragraph 3, pay the University OR where appropriate UEASR the full nightly rate for the period spent in residence.

2. The Licensee will occupy the Residential Premises for the whole of the licence period subject to:

2.1 Termination of this Licence in accordance with paragraphs 3, 4 or 5 and;

2.2 If the Licensee does not vacate the Residential Premises after this Licence has been terminated the University OR where appropriate UEASR, will apply to the court to obtain possession and may also ask the court to order that the Licensee pays the University's OR where appropriate UEASR costs AND for use of the Residential Premises until possession is given.

3. The Licence may be terminated by the Licensee:

3.1 Being a first year Undergraduate or first year Postgraduate Taught student (PGT) first arriving at the University in September within 7 days of the start of week one of the academic year (or if a Postgraduate Research student within 7 days of the 1st of October), and having advised the University OR where appropriate UEASR of their intention to do so, and vacating the room and returning the key to the Accommodation Office within this 7 day period.

3.1.2 Being a first year Undergraduate or first year Postgraduate Taught student (PGT) first arriving at the University in arriving in January, within 7 days of the first day of the Spring semester starting in January, and having advised the University OR where appropriate UEASR of their intention to do so, and vacating the room and returning the key to the Accommodation Office within this 7 day period.

3.2 By the request of the licensee in exceptional circumstances, where there are circumstances which in the opinion of the Accommodation Manager warrant the early termination of this Licence.

3.3 Where the Licensee wishes to terminate the licence agreement and (a) the Licensee finds a replacement licensee who is not currently living in University residences, who is a full-time UEA student of the same student type (Undergraduate or Postgraduate) and who is reasonably acceptable to the Accommodation Manager or (b) the Accommodation Office requires the room for another student due to a lack of availability elsewhere in residences then, in either case this Licence shall end upon the replacement licensee entering into a licence for the Residential Premises with the agreement of the Licensee.

3.4 If terminating the licence in accordance with paragraph 3.1, 3.1.2, 3.2 or 3.3, a Termination of Licence Request form should, by the Licensee, be obtained from the Accommodation Office, completed and submitted to the Accommodation Office prior to departure.

4. The Licence may be terminated by the University OR where appropriate UEASR:

4.1 By not less than 28 days' notice in writing to the Licensee by way of the issue of a Notice to Quit, on the non-payment of the licence fee (whether formally demanded or not) or any breach which is not a minor breach by the Licensee of the Licence or of the Terms and Conditions of the Licence to Occupy Residential Premises.

4.2 The University may, following termination of the licence (either by notice to quit or expiry of the licence period), reserve the right to prohibit the licensee from entering the same accommodation or other UEA accommodation as deemed necessary either during any notice period or following the licence termination.

5. The Licence shall terminate forthwith on:

5.1 The Licensee ceasing to be a full-time student of the University. In the event of the Licensee formally intercalating or withdrawing from study at the University, a Termination of Licence Request form should, by the Licensee, be obtained from the Accommodation Office, completed and submitted to the Accommodation Office prior to departure.

5.2 The Licensee becoming a registration only student or an intercalating student under the Regulations made by the University in that regard unless by prior agreement with the Accommodation Office.

5.3 The Licensee being excluded from residential property owned and controlled or managed by the University OR where appropriate UEASR under the provisions of the University's Disciplinary Procedures The Licensee shall then be required to vacate the Residential Premises on being given 28 days' notice to do so by the University OR where appropriate UEASR.

6. Cancellation Refunds and Payments

6.1 The University OR where appropriate UEASR will, if the Licence terminates in accordance with paragraph 3, 4 or 5 refund to the Licensee such proportion of the Licence fee as relates to that part of the Licence period from which they have been released.

6.2 In the event that the Licensee being other than a first year student and fails to take up residence in the residential accommodation and fails to pay the Licence fee in accordance with paragraph 1 of these Terms and Conditions, the University OR where appropriate UEASR may re-allocate the Residential Premises to another person and the Licensee will pay to the University OR where appropriate UEASR the greater of:

6.2.1 28 times the nightly rate or

6.2.2 An amount equal to the nightly rate, multiplied by the number of nights of the Licence period for which the Residential Premises remain vacant.

Changes to the Licence

7. Room Change as requested by the Student:

7.1 Where the Licensee was sharing a twin room and becomes the sole occupant, the University OR where appropriate UEASR may permit the Licensee to remain as sole occupant on payment by the Licensee of the appropriate increased Licence fee as notified at the date of such a change.

7.2 The University OR where appropriate UEASR may permit the Licensee at any time during a Licence period to substitute for the Residential Premises specified in the Licence such other Residential Premises as may be available from time to time provided that if the usual Licence fee tariff for such other Residential Premises is higher than that for the Residential Premises specified in the Licence, the Licence fee payable by the Licensee will be adjusted to accord with the higher tariff with effect from the date of such substitution.

7.3 The University OR where appropriate UEASR may require the Licensee to pay an administrative fee to meet costs incurred by making any change of Residential Premises under paragraph 7.2.

8. Room Change as required by the University:

8.1 The University may, at no extra cost to the Licensee, require the Licensee at any time during the Licence period and on reasonable notice to move to such other Residential Premises as may be available from time to time and if the usual Licence fee for such other premises is lower than that for the premises specified in the Licence the University OR where appropriate UEASR will refund to the Licensee the appropriate proportion of the Licence fee.

B. University Responsibilities

9. The University OR where appropriate UEASR will provide:

9.1 Hot and cold water, heating and lighting (see 10.2).

9.2 Once per week, excluding Saturdays and Sundays and days when the University is closed, cleaning services in en-suite shower rooms and in the washbasin area of standard rooms (unless services withdrawn).

9.3 Cleaning services twice weekly in all cooking, dining, bathroom and toilet areas used in common, except Saturdays and Sundays and days when the University is closed and when Cleaning services have been withdrawn from Residences where the cleaning staff cannot reasonably carry out their normal duties.

9.4 And maintain the structure and exterior the fixtures and fittings and contents of the premises in good repair and replace contents fixtures and fittings that become defective due to fair wear and tear during the Licence period.

10. The University OR where appropriate UEASR will not be liable to the Licensee for:

10.1 Any loss, damage or inconvenience (save for death or personal injury caused by the negligence of the University OR where appropriate UEASR) which may be suffered by the Licensee as a direct or indirect result of the inability of the University OR where appropriate UEASR by reason of circumstances or events beyond the University's OR where appropriate UEASR reasonable control to provide equipment, commodities and services in accordance with the Licence, including without prejudice to the foregoing in the event that heating and/or electricity apparatus is shut down for the purpose of essential maintenance and/or so that the University OR where appropriate UEASR may comply with its statutory obligations with regard to such apparatus.

10.2 Any nuisance, loss or inconvenience to the Licensee arising out of any building construction, maintenance or repair work to the Residential Premises, the building in which they are situated or any neighbouring land or buildings.

C. Student Responsibilities

Cleaning

11. The Licensee will:

11.1 Keep the Residential Premises in a clean and tidy condition.

11.2 Make the Residential Premises available for access by Housekeeping staff by 9.00 hours on every weekday for the execution of cleaning services and associated duties including the removal of rubbish from the study bedroom.

11.3 Pay the reasonable costs of additional cleaning and any related administrative costs incurred where the cleaning staff have been required to carry out works beyond their normal duties. Where the cause of these costs cannot be attributed to individuals all residents of the house or flat will be invoiced an equal share of the cost to the University OR where appropriate UEASR of the additional cleaning and administration subject to a minimum fee.

11.4 At all times outside of the Licence period clear all personal effects, waste and unwanted items from the Residential Premises. Items left at the premises may be removed and destroyed.

Maintenance

12. The Licensee will:

12.1 Inform the University OR where appropriate UEASR within 10 days of the commencement of the initial Licence period of any defect in the Residential Premises, or any deficiency of furniture or fittings against the relevant inventory provided in the study bedroom.

12.2 Complete the supplied inventory form and return it to the appropriate Housekeeper within 10 days of the commencement of the initial licence period. The licensee will held accountable for any damage to the study bedroom not listed in the inventory.

12.3 Inform the Accommodation Office or the Estates Customer Services Team promptly of any defect in the Residential Premises requiring repair or any deficiency of furniture or fittings or of any interruption to services (see 9.1) which may become apparent during any period of the Licence.

12.4 Allow persons so authorised by the University OR where appropriate UEASR to enter the Residential Premises at reasonable times and with advance notice to the Licensee wherever practicable to view the state and condition of the Residential Premises to carry out repairs or maintenance thereto or to adjoining property.

12.5 Reimburse the University OR where appropriate UEASR with the reasonable cost of works and supplies and equipment needing to be repaired or replaced at the Residential Premises as a result of damage or loss caused or permitted by the Licensee which is not attributable to fair wear and tear and reasonable storage charges for any item removed from Residential Premises under clause 14, in addition to any administrative fee in force at the time.

12.6 Subject to paragraph 8, move to alternative room if requested to do so by the University OR where appropriate UEASR as a solution to an ongoing maintenance issue.

13. The Licensee will not:

13.1 Make or suffer to be made any alterations to the internal or external finishes or structure of the Residential Premises or adjoining properties including the erection of any external TV or radio aerial or satellite dish.

13.2 Damage or allow others to damage any part of, or equipment in, the Residential Premises including the communal areas. Where the cause of the cost or repairing or replacing items or areas damaged in communal areas cannot be attributed to individuals all residents of the house or flat will be invoiced an equal share of the cost to the University OR where appropriate UEASR of the additional costs and administration save for any resident who can reasonably demonstrate that he or she was not present when the damage occurred.

13.3 Remove from the Residential Premises any furniture or fittings which are the property of the University OR where appropriate UEASR.

13.4 Install or erect additional fittings or suffer these to be installed or erected in or on the Residential Premises or adjoining properties.

Safety and Fire Safety

14. The Licensee will:

14.1 Electrical Apparatus: The Licensee will without prejudice to 15.1 comply immediately with any requirement notified in writing to ensure the safe use of electrical apparatus.

14.2 Fire Safety Procedures: The Licensee will comply with all such fire safety procedures as are currently in force and which have been notified to the Licensee.

14.3. Fire alarms: The licensee will evacuate the Residential Premises immediately on the sounding of the fire alarm.

14.4 Fire Safety Equipment: The Licensee will not interfere with or suffer others to interfere with any fire fighting equipment, fire safety notices or other fire fighting facilities or do or suffer to be done anything to the prejudice of the validity of the fire insurance policies for the time being subsisting in relation to the Residential Premises.

14.5 Candles or Combustibles: The Licensee will not use or keep in the Residential Premises any device or apparatus for lighting or heating by the ignition of combustible materials including wax candles, incense, fireworks, smoking apparatus and petroleum products.

14.6 Roof Access The Licensee will not go onto any part of the roof of Norfolk or Suffolk Terrace nor allow access to any guest or other person enabling them to do so.

14.7 Security of Residences: The Licensee will not, with the exception of vacating the residences under 14.3, leave any part of UEA residences insecure.

Prohibited Items

15 The Licensee will not:

15.1 Electrical Items: Use in the Residential Premises any electrical or cooking appliance other than those appliances for the personal use of the Licensee being: Bedside Lamp, Coffee Maker*, Television, Video or DVD player or recorders, Domestic Iron, Hair dryer, Kettle, Hi-fi equipment, PC, Laptop Computer, Printer, Slow Cooker*, Rice Cooker*, Sandwich toaster*, Grill* (*in the kitchen only), Shaver, such other appliances as may be specifically approved in writing by the University OR where appropriate UEASR and assistive technology for disabled students.

15.2 Pets: Keep domestic pets (other than a registered assistance dog) or any animals, birds, fish, insects or reptiles of any description in the Residential Premises.

15.3 Bicycles: Bring into or store in the Residential Premises or adjoining properties belonging to the University OR where appropriate UEASR or in any areas other than those duly authorised by the University OR where appropriate UEASR for such purposes, bicycles or motor vehicles of any kind including motor cycles and mopeds, or substantial parts from them.

15.4 Candles: Use or keep in the Residential Premises any device or apparatus for lighting or heating by the ignition of combustible materials including wax candles, incense and petroleum products.

15.5 Firearms and Weapons: Bring firearms, knives or other weapons or replica firearms or weapons including air guns, air pistols, paint-balling guns and BB or pellet guns into the Residential Premises.

15.6 Posters and Coverings: Place on any door, ceiling, window or light fitting of the study bedrooms, any posters, paper, material (including curtains and blinds) or covering of any kind.

15.7 Posters and Coverings on Bedroom Walls: Place on any wall of the study bedrooms any posters, paper, material or covering of any kind which together covers an area equivalent to more than half the floor area of the study bedroom.

15.8 Posters and Coverings within Kitchens/Communal Areas: Place on any wall, door, ceiling, floor, window or light fitting of the kitchen or communal area, any posters, paper, material or covering of any kind.

15.9 Soft Furnishings: Bring into or store in the Residential Premises any soft furnishings of any kind.

15.10 Refrigerators and Freezers: Bring into or store in the Residential Premises any refrigerators, freezers or fridge-freezers of any kind other than where permission has been granted in advance specifically to individual residents on medical grounds.

16. The Licensee will:

16.1 Removal of Prohibited Items: Allow persons authorised by the University OR where appropriate UEASR to enter the Residential Premises at any reasonable time to remove anything found referred to in paragraph 15.

16.2 Removal of items as requested by UEA staff: Remove any specified items from the Residential Premises if requested to do so by UEA staff.

Prohibited Activities

17. The Licensee will not:

17.1 Subletting/Transfer of Benefits: Transfer or part with possession of the whole or any part of the Residential Premises.

17.2 Accommodating Visitors: Allow a visitor to occupy the Residential Premises except occasionally, with the permission of either the Resident Tutor or the Accommodation Office first obtained, up to and only for a maximum of three days/nights. The accommodating of visitors without permission or for more than three days/nights may also deem those visitors to be unauthorised under section 17.4. Permission will not be given for more than one visitor.

17.2.1 Accommodating Visitors: Allow visitors under the age of 18 to occupy the residential premises overnight.

17.3 Out of Hours Visitors: Allow unauthorised visitors on the premises between 23.45 and 07.30 hours.

17.4 Inappropriate Use of Premises: Use or permit to be used the study bedroom otherwise than as a private study bedroom for occupation by the Licensee alone or in a twin room with another Licensee.

17.5 Unlawful or Disruptive Behaviour: Do or encourage to be done on the Residential Premises or on any adjoining premises belonging to the University OR where appropriate UEASR anything which is unlawful or which may be or become a nuisance, annoyance or may cause offence to the running of the University or to the occupiers of other rooms or premises. In particular, excessive noise is to be avoided at all times, especially between 23.45 and 07.30 hours.

17.6 Permitting Access to UEA Residences to Persons Banned from UEA Residences: Give or permit access to UEA residential premises to any persons who the Licensee has been notified of as being banned from UEA residences.

17.7 Tampering with Fire Safety Equipment: Interfere with or suffer others to interfere with any fire fighting equipment, fire detection equipment, fire alarm activation points, fire prevention equipment (including fire doors), signs or other fire fighting facilities or do or suffer to be done anything to the prejudice of the validity of the fire insurance policies for the time being subsisting in relation to the Residential Premises.

17.8 Going out onto the roof: Go onto any part of the roof of Norfolk or Suffolk Terrace or any other building or allow access to any visitor or other person enabling them to do so.

17.9 Airing/Drying clothes: The Licensee will not dry or air clothes or linen of any kind outside the Residential Premises or in communal areas within the residences.

Keys

18. Return of Key: The Licensee will return to the Accommodation Office the key or keys to the Residential Premises at the end of each Licence period, failing which will reimburse the University OR where appropriate UEASR with the cost of replacing the lock and key(s) which is currently £40.00. Loaned keys or access swipe cards must be returned by the due date and will at all times remain the property of UEA Accommodation who may restrict their use. UEA Accommodation reserves the right to charge fees equivalent to the daily rent of the room for the overdue return of the key(s) to the room for each day that the key is overdue and to fees for the late return of any swipecard(s) loaned to the licensee.

19. Making duplicate keys: The Licensee will not make permit or suffer to be made duplicates of the key or keys to the Residential Premises, nor will the Licensee allow keys or access swipe cards to be used by any other person.

Insurance

20. The Licensee acknowledges that the University OR where appropriate UEASR cannot be held responsible for the Licensee's personal property including clothing and perishable foodstuffs but that personal possessions insurance will be provided by Endsleigh Insurance Services Ltd, in return for a mandatory fee payable by the Licensee once per 12 month period. The Licensee may, if they wish, increase the personal basic cover offered as part of the block insurance directly with Endsleigh Insurance Ltd.

Smoking

21. The Licensee will not smoke in any part of UEA residences, including the study bedroom, and will not permit any guests to smoke in UEA residences, including the study bedroom.



GENERAL INFORMATION

UEA accommodation is the customer service hub of UEA student residences. We are here to help and advise on all residential accommodation matters.

We aim to deliver an excellent level of service to all our customers, and in particular, support our residents as an active part of an integrated University support network.

We are committed to the continual improvement of our services, responding to the academic and recruitment aims of the University as a whole and enriching the experience of life at the UEA for all our residents.

Contact us:

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Our office is open Monday – Friday 9am – 5pm