

ACCOMMODATION LOSS / DAMAGE / ADMINISTRATION CHARGES & ACTIONS

As part of the accommodation office 'Customer Charter' and the wish to be open and clear to all of our customers, the following list of charges and/or actions which may be taken, has been created so that every customer understands what action may be enforced, as a direct result of loss or damage to fixtures, fittings & inventory, charges relating to administration or charges in relation to actions in breach of the terms & conditions of the licence or House Rules.

This is not an exhaustive list, but a guideline to the most common incidents where charges/actions may be made. Please seek the advice of the accommodation office if further clarification on any point is needed.

The charges are designed to be fair to all, whilst protecting the UEA accommodation inventory as a whole for other and future residents.

Abuse of any fire regulations, fire fighting or fire alarm equipment:

- UEA fine of £75 with recommendation from accommodation office for eviction from residence in addition to possible prosecution.

Any breach of terms & conditions of licence or house rules.

- May be referred to UEA Disciplinary officer with possible recommendation for eviction from residences or move to additional residence or removal of authorised privilege, in addition to any specific charges relating to incident and an administration fee of £10 per incident.

Individual loss / damage to furniture, fixtures & fittings:

- Full cost of actual replacement or damage repair in addition to an administration fee of £10 per incident.

Combined loss / damage to furniture, fixtures & fittings:

- Split cost of actual replacement or damage repair to all flat residents/individuals concerned, in addition to an administration fee of £10 for each incident.

Untidy/unclean/unsanitary study bedroom:

- After initial warning notice to improve the room standard, a minimum cleaning charge of £20 and an administration fee of £10.

Subsequent reports of the same type will result in referral to the UEA disciplinary officer, with a possible recommendation for eviction from residences or move to additional residence, in addition to minimum cleaning charge of £20 and an administration fee of £10.

Untidy/unclean/unsanitary kitchen:

- After initial warning to improve the kitchen standard, cleaning services will be withdrawn for one week. If situation still exists after one week, a minimum cleaning charge of £30 and an administration fee of £10.

Subsequent reports of the same type will result in referral to the UEA disciplinary officer, with a possible recommendation for eviction from residences or individual/collective move to additional residences, in addition to minimum cleaning charge of £30 and an administration fee of £10.

All individuals within flat will be charged; unless evidence can be shown they were not part of the issue (such as being away from UEA at the time), if evidence is accepted then all charges will be passed to the remaining flat residents.

Accommodation office administration Fee:

- Each incident which results in an invoice(s) being raised to an individual/group will result in an administration charge of £10.

Loss of keys

- Replacement charge by the accommodation office £10.
- If Security Lodge callout is requested, security will make a charge of £25.

Locked out of room:

- Issue of temporary key by accommodation office (office open hours), free on two occasions (key should be returned next working day), third and subsequent occasions a charge of £10.
- If Security Lodge callout is requested, security will make a charge of £25.

Late return of key at the end of licence period:

- A late return charge of £25.

Failure to return the key after notification of late return

- A late return key of £25 as above, in addition to a lock change charge of £25.

Room Move / Swap:

- Each room move £20 combined cleaning & administration fee. / Each room swap £10 administration fee each.