



Code of Conduct - Blackfriars Residence

By signing the tenancy agreement at Blackfriars Residence, you agree to the following:

1. The resident agrees to be considerate to the needs of fellow residents and neighbours in the wider local community.
2. Noise levels shall be kept to a reasonable level **at all times** and in particular there should be no undue noise after **11pm** and before 8am. This includes noise in your Accommodation complex and its surroundings including the local community. Repeated noise complaints could lead the university / guarantor being notified of anti-social behavior.
3. The resident will work with the on-site accommodation team and senior residents to ensure the smooth running of the Accommodation.
4. The resident will clean their room and communal areas to a good standard and will ensure that communal areas are kept clear to allow cleaning staff to assist.
5. The resident shall accept responsibility under health and safety regulations and will not act in a manner that could undermine the health or safety of fellow residents.
6. The resident accepts that verbal or written abuse, physical violence, bullying, harassment, inappropriate language or behaviour will normally result in disciplinary action and may lead to eviction. This also includes social media related to Residents in Accommodation
7. The **possession, usage or indication of usage** (including odour) of any illegal or banned substance is prohibited and will normally result in disciplinary action and may lead to eviction. This includes usage and/or possession anywhere in the Blackfriars complex and its surroundings including local community. Please note that use of other 'legal highs' including Nitrous Oxide (laughing gas) are also banned.
8. The resident agrees to refrain from excessive consumption of alcohol which endangers the safety of others or causes personal harm, physical, mental, emotional or behavioural changes.
9. The resident agrees to take good care of the room, the exterior, the shared areas and furniture and fittings. The student agrees to report any faults promptly to the accommodation team.
10. The resident will not remove any of the furniture or fittings from the room or shared areas.
11. The resident agrees to abide by the Code of Conduct Cityheart relating to the



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Accommodation.

12. In particular the resident agrees to abide by all fire regulations and rules of Cityheart (Gloucester) Limited including the following:
 - i. The resident agrees not to; leave food unattended whilst cooking in the kitchen area, use any kitchen appliances within study bedrooms, use deep fat fryers or excessive amounts of fat or oil in a pan.
 - ii. Fire related offences are treated very seriously by Cityheart (Gloucester) Limited and this is reflected in the financial penalties listed below. Where more than one student is responsible, those involved will be jointly liable to pay the penalty.
 - iii. In cases where the perpetrator(s) cannot be identified, the offence may be attributed to a group of students in the vicinity, e.g. all those sharing a flat or a kitchen.

Offence	Penalty
Tampering with fire doors	£50
Tampering with a detector	£100
Tampering with a fire alarm	£100
Tampering with an extinguisher	£100
Tampering with fire panel	£150

- iv. On hearing the fire alarm, the resident must leave the Accommodation as soon as possible and go to the designated assembly point.
- v. No extra cooking or refrigeration appliances are to be brought into the accommodation
- vi. Candles or any type naked flame are strictly prohibited in the accommodation.
13. Pets within the Blackfriars Residence are strictly prohibited at all times.
14. The resident will keep the room and shared areas in a clean and tidy state at all times and will make sure all is acceptable at the end of this licence. If additional cleaning is required a charge will be made to the student based on hours worked.
15. The resident is not allowed to change rooms with anyone else without first getting permission from the Accommodation Manager. If a change is allowed, there may be a £50 transfer fee.
16. The resident agrees to pay for any damage caused to the room. Where damage is caused to the common areas on the same floor as the resident's room and the



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person responsible cannot be found, the resident will pay a proportion of the reasonable costs of the repair of damage or replacement of furniture or fittings. The total cost will be divided equally between the residents on that floor. Residents will also take responsibility for damage caused by themselves in other areas. List of associated charges can be seen at the end of this document.

17. There is no parking on site at Blackfriars and local parking is by Pay and Display. Residents are advised not to bring a motor vehicle if they are resident at Blackfriars.
18. The resident agrees not to carry out any trade or profession from the halls.
19. Bikes are encouraged but these must be kept in the storage areas provided and not within the halls.
20. No large items of furniture or equipment are to be brought into the accommodation. This includes mini-fridges, decks, drum kits etc.
21. The residences are subject to a no smoking policy which will be strictly enforced. This includes e-cigarettes and shisha pipes.
22. No dangerous substances or weapons (including replicas) are to be brought into the halls.
23. Barbeques are prohibited in the areas surrounding the halls.
24. The placing of posters or signs of any nature in the room is strictly prohibited other than on the notice boards provided.
25. Theft or trespass of any kind within the Residences is taken very seriously and could result in disciplinary action along with further action from the Police. This includes entering a study bedroom without permission.
26. Window restrictors are placed on all windows as a safety precaution and any windows found with them removed, then the student(s) in that flat will be billed for the repair.
27. The tenancy duration is stated in the tenancy agreement. If you wish to end the tenancy early then you will need to refer to the cancellation policy.
28. Anti-social behavior is deemed not acceptable by Cityheart (Gloucester) Ltd and may inform the university and or the guarantor for repeated offences.



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Schedule of Charges

Should damages be found in accommodation that necessitates repair/replacement of items then the list of charges below should serve as a guide. It is emphasized that the list below is a guide and CHGL will endeavour to undertake necessary works and replacements as economically as possible.

Description	Cost – up to £
Repair / Replace front door (fire door)	£400
Replace keycard	£15
Redecorate bedroom (inc damage rectification and/or de-fumigation as a result of smoking)	£200
Redecorate kitchen	£400
Redecorate corridor	£300
Replace mattress	£150
Replace/repair bed	£400
Replace/repair wardrobe up to	£250
Replace study desk	£150
Replace desk chair	£60
Replace curtains/blinds (depending on size)	£100
Replace bedroom flooring	£450
Replace bedside cabinet	£60
Replace chest of drawers	£100
Replace intercom phone	£200
Replace flat communal flooring (corridors / lounge)	£700
Replace sofas	£300



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Description	Cost – up to £
Replace flat screen TV	£300
Replace TV shelf	£100
Replace wall mounted shelf unit	£85
Replace room mirror	£75
Replace bedside light	£60
Replace light switches	£45
Replace power sockets	£45
Replace kitchen flooring	£500
Replace kitchen blind	£120
Replace microwave	£80
Replace kitchen bin	£20
Replace kettle	£20
Replace vacuum cleaner	£150
Replace oven / hob - each	£350
Replace kitchen/dining table	£200
Replace kitchen chair	£40
Replace coffee table	£70
Replace worktop (Size depending)	£250
Replace fridge freezer / fridge or freezer	£350 / £200
Replacement fire extinguisher or tampering with fire extinguisher	£100
Replace pin board	£45
False activation of Fire Alarm – if charged by attending Fire Service	£250
Damaged Window Safety Devices	£100
Replace book shelves	£65



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Description	Cost – up to £
Replace desk top	£80
Replace shower cubicle/side panel	£170/£110
Replace shower tray	£350
Replace kitchen door	£275
Replace flat entry door	£520
Replace riser door	£250
Replace bathroom mirror	£50
Replace toiletry shelf/cupboard	£75
Replace toilet seat	£25
Replace bedroom door	£320
Clean bedroom flooring	£30
Clean communal flooring (corridor / lounge) (if applicable)	£50
Clean bedroom at end of occupation if not up to standard	£40
Clean en-suite at end of occupation if not up to standard	£50
Clean kitchen at end of occupation if not up to standard	£75
Removal rubbish from flat/room	£10 per sack

This list is not exhaustive and we may charge for any damages not considered to be due to reasonable wear and tear.