



# Accommodation Charter

The Accommodation Charter aims to set out the standards of service that we provide for students in our university residences. The charter also defines the responsibilities and obligations of student accommodation services and student residents. The success of the charter is dependent on Student Accommodation staff and students working together to achieve a successful working relationship. The key values are in line with our Student Accommodation Code of Conduct.

**Our Aims:** To provide an efficient, professional student accommodation service that supports each member of our Student Community to succeed academically, personally and socially.

We undertake to:

- Treat all students equally and respectfully ensuring that students will not be discriminated against on the grounds of age, sex, sexual orientation, race, gender, religion or belief, disability, pregnancy and maternity and/or marital status and civil partnership as per The Equality Act 2010.
- Ensure our property is regularly inspected and meets current legislative requirements.

We undertake to provide:

- Safe, secure, clean accommodation
- Suitable living conditions and a pleasant atmosphere for studying
- Access to counselling and advice on: Accommodation, Health and Welfare, Finance etc.
- Accommodation Office contact Monday to Friday, 0900 – 1700 hours
- An allocated Accommodation Officer available at each site to assist all residents
- Resident Assistants living on site with on-call duties
- 24hour security supervision
- A responsive repair reporting service

Students undertake to:

- Abide by Student Accommodation rules and regulations as detailed in the tenancy agreement and code of conduct
- Ensure the avoidance of false fire activations within accommodation. No smoking or vaping within the accommodation.
- Be respectful of our local neighbours, the community, all staff and fellow resident students
- Be receptive to additional information provided through the duration of tenancy
- Regularly check your student email
- Ensure the accommodation is well maintained and kept reasonably clean
- Report promptly any damages or repairs to the Facilities Service Desk on 0131 455 5000 or emailing [FacilitiesServicedesk@napier.ac.uk](mailto:FacilitiesServicedesk@napier.ac.uk)
- Co-operate with reasonable access requests to enter your accommodation for property management purposes.