

At Canterbury Christ Church University, we want to ensure all of our students living in our accommodation are safe free from disruptions and discrimination. In our accommodation we expect respect and want to support our students to co-operate and interact positively with each other according to our Accommodation Licence.

The following table lists unacceptable behaviours which are breaches of your Accommodation Licence Agreement. This list is not exhaustive, and other behaviours which may constitute a breach may not be listed here directly. The University reserves the right to take action on a case-by-case basis depending on the severity of the breach or extent of damage/disruption caused, including where there are multiple breaches on the same occasion.

It must be noted that students who have a breached the Accommodation Licence Agreement forfeit their eligibility to return to University Approved Accommodation as a returning student.

Breach of Licence Agreement	1st Instance	2nd Instance	3rd Instance
Unacceptable noise disturbance in accommodation or vicinity	<p>Informal warning will be provided in writing and advice from the Accommodation Team</p> <p>Nuisance Diary to be filled out by complainant.</p>	<p>A formal warning will be provided in writing advising that a Notice to Quit or referral to Student Disciplinary Procedures will be issued if a further breach is observed.</p> <p>Disciplinary Meeting with Accommodation Team with formal warning issued.</p>	<p>Student Disciplinary Procedure or Notice to Quit</p>
Damage to property or contents	<p>Informal warning will be provided in writing and advice from the Accommodation Team</p>	<p>A formal warning will be provided in writing advising that a Notice to Quit or referral to Student Disciplinary Procedures will be</p>	<p>Student Disciplinary Procedure or Notice to Quit</p> <p>Repair/replacement costs.</p>

	Repair/replacement costs or NTQ if excessive.	issued if a further breach is observed. Disciplinary Meeting with Accommodation Team with formal warning issued. Repair/replacement costs or Notice to Quit if excessive.	
Untidy, unhygienic, hazardous Accommodation, or any other part of the property	24hrs for students to clean, or if University staff clean, students to pay cleaning charges at a set hourly rate. Costs may increase based on cleaning needed, and if a pest contractor is needed.	As per first incident. A formal warning will be provided in writing advising that a Notice to Quit or referral to Student Disciplinary Procedures will be issued if a further breach is observed. Disciplinary Meeting with Accommodation Team with formal warning issued.	As per first incident. Student Disciplinary Procedure or Notice to Quit
Accidental damage to property e.g. stained mattress	Replacement costs per items that needs replaced.		
Sharing or subletting accommodation (over 2 nights a week)	Informal warning will be provided in writing and advice from the Accommodation Team Visitor suspension.	A formal warning will be provided in writing advising that a Notice to Quit or referral to Student Disciplinary Procedures will be issued if a further breach is observed.	Student Disciplinary Procedure or Notice to Quit

		Disciplinary Meeting with Accommodation Team with formal warning issued. Visitor suspension.	
Breach of visitor regulations/ unacceptable behaviour by visitors	Informal warning will be provided in writing and advice from the Accommodation Team Visitor suspension.	A formal warning will be provided in writing advising that a Notice to Quit or referral to Student Disciplinary Procedures will be issued if a further breach is observed. Disciplinary Meeting with Accommodation Team with formal warning issued. Visitor suspension.	Student Disciplinary Procedure or Notice to Quit
Possession, use, or allowing others to use: <ul style="list-style-type: none"> • Drugs • psychoactive substances, nitrous oxide • controlled drugs or other associated paraphernalia 	Student Disciplinary Procedure or Notice to Quit or other appropriate action, including report to police. This could lead to criminal prosecution, which can impact some careers or visa access to other countries.		
Misuse of accommodation key card (lending to another person etc.)	Informal warning will be provided in writing and advice from the Accommodation Team	A formal warning will be provided in writing advising that a Notice to Quit or referral to Student Disciplinary Procedures will be issued if a further breach is observed. Disciplinary Meeting with Accommodation	Student Disciplinary Procedure or Notice to Quit

		Team with formal warning issued. Visitor suspension.	
Loss of accommodation key / card	Replacement costs.	Informal warning will be provided in writing and advice from the Accommodation Team Replacement costs.	A formal warning will be provided in writing. Replacement costs.
Access to flat - forgotten card / key	Reminder/advice from security.	Reminder/advice from Security.	If excessive/persistent - Informal warning will be provided in writing and advice from the Accommodation Team
Conduct - Minor Offences (Includes drunk & disorderly behaviour, excessive unreasonable noise)	Informal warning will be provided in writing and advice from the Accommodation Team	A formal warning will be provided in writing advising that a Notice to Quit or referral to Student Disciplinary Procedures will be issued if a further breach is observed. Disciplinary Meeting with Accommodation Team with formal warning issued.	Student Disciplinary Procedure or Notice to Quit
Conduct - Major Offences (violence, harassment, weapons possession, theft, noise abatement orders, criminal prosecutions, offences bring the University into disrepute)	Student Disciplinary Procedure or Notice to Quit or other appropriate action, including report to police. This could lead to criminal prosecution, which can impact some careers or visa access to other countries.		

Verbal abuse to fellow residents, staff or contractors	Each case will be considered depending on the circumstances, and action could range from a formal warning, referral to Student Disciplinary Procedure or Notice to Quit.		
Cumulative breaches of licence obligations or misuses of accommodation	Informal warning will be provided in writing and advice from the Accommodation Team	A formal warning will be provided in writing advising that a Notice to Quit or referral to Student Disciplinary Procedures will be issued if a further breach is observed. Disciplinary Meeting with Accommodation Team with formal warning issued.	Student Disciplinary Procedure or Notice to Quit
Failure to attend a meeting with the Accommodation department, when requested without a valid reason, may result in a decision being made in a student's absence. We reserve the right to move a student to another residence as an interim measure, (as per Licence agreement section E.3.b.ii) if viewed appropriate by the University, during investigations.			
<p>APPEALS</p> <p>A student can appeal an outcome within 14 days by sending their reasons for appeal and any supporting evidence by email to accommodation@canterbury.ac.uk. For a</p> <ul style="list-style-type: none"> • Outcome given by a Residences Officer or the Residences Manager by sending the email marked to the attention of the Head of Accommodation. • More serious outcomes including Notice to Quit, marked to the attention of the Assistant Director. The decision of the Head of Accommodation, the Assistant Director of Facilities, or, in each case, his/her nominee will be final. 			