



LIVERPOOL HOPE
UNIVERSITY

A Guide to Living in Halls



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Welcome to Liverpool Hope

We hope you are very happy living here. Remember, we are here to help as you settle in and support you throughout your time with us. If you need anything please contact our Residential Life Team or Campus Services Team at any of our campuses.

The information provided in this guide runs in conjunction with the terms and conditions you accepted when confirming your accommodation licence online.

Where you live is a big part of being at university, which is why Liverpool Hope University is one of a number of universities that is signed up to The UUK Code of Practice. The Code protects our students' rights to safe, good quality accommodation, to make sure our students get the best out of their time living in our residences. It outlines everything students can expect from our accommodation as well as their responsibilities as tenants.

The Code has already raised standards of accommodation at Liverpool Hope University, and it underpins our ongoing dedication to our students. We are fully committed to providing a safe, comfortable living environment which will help support our students in leading a successful and enjoyable student life.

For further information please visit the www.thesac.org.uk



Arrivals

Arrival Dates

For 2026/27 entry are as below:

PGCE Students

Saturday 29th August 2026

Study Abroad & Exchange Students

Friday 11th September 2026

Undergraduate & Masters Students

Saturday 12th September 2026

Where to go for Key Collection

When you arrive on moving in day, please go to the Gateway Building if you will be staying at Hope Park, or to the Cornerstone Main Reception if you will be staying at the Creative Campus. If you are staying at our Aigburth Park campus, please report to the reception desk at Aigburth Park.

Hope Park

Liverpool Hope University, Hope Park, Liverpool, L16 9JD.

Aigburth Park

Aigburth Park, St Michael's Road, Liverpool, L17 7JQ.

Creative Campus

Creative Campus, Shaw Street, Liverpool, L6 1HP.

Parking on Arrival Day

On your arrival day Security staff will be on site to help guide you to the parking area for you to unload. As parking is limited we ask that you park up, unload all your belongings and then move the car off site before you start unpacking and setting up your room. This will allow a swift turnaround of car parking spaces throughout the day for others arriving.

Arriving Late

If you plan to arrive later than your arrival date, you must contact the Accommodation Team (accommodation@hope.ac.uk) in advance so that arrangements can be made for your arrival. Due to availability early arrivals are not permitted.



General Information

Occupancy

Rooms in halls must be occupied by the named license agreement holder and may not be used by or shared with anyone other than the designated person for that room. You must be a registered student of Liverpool Hope University. You agree not to sublet the accommodation, give the access cards and/or keys to another person or allow other to occupy the accommodation. This is to protect you and the security of the hall and campus.

If it is found that keys or access cards have been passed to a third person this will be deemed a serious breach of security and will lead to disciplinary action.

Inventory

It is important that you complete your inventory, paying particular attention to the condition of your room/communal areas including the contents provided. When you submit your inventory, we will attend to any repairs and inventory replacements. However, minor defects

such as marks on walls, scratches on furniture etc. will be recorded for reference only. This inventory will be used for cross referencing purposes when you leave halls.

To access an inventory for your hall please visit www.hope.ac.uk/halls/inventories Please ensure you select the correct name of your halls and ensure it is completed within 72 hours of your arrival into halls.

Insurance

We advise that you purchase adequate student contents insurance to meet the protection you require for your contents and belongings (such as clothes, furniture, electrical items, and frozen food) while you're living in university accommodation.

Room moves

Room moves will be considered on a case by case basis and will only be authorised in exceptional circumstances. If you are experiencing any difficulties in your flat/hall, in the



first instance please contact your Wellbeing Assistant. If the issue is not resolved, you can request to speak to the Accommodation Officer to be considered for a room move. The Accommodation Officer will liaise with the Wellbeing Assistant and any other parties involved in order to make a decision.

Accommodation Withdrawals

If you make the decision to withdraw, interrupt or defer your place at university you must make contact with the Accommodation Office and complete an accommodation termination application form. An Early Termination Fee will apply if your application is successful – please refer to your accommodation license.

Mid Term Inspection

Mid-term inspections will be carried out at least twice a year in the halls. All flats and rooms will be checked for any maintenance issues and to assess the general condition. If the residence is found to be in an unsatisfactory condition you will be given a notice (usually 24 hrs) to rectify this. If there is no improvement we will have no alternative but to instruct our domestic

services to enter the premises and rectify this. If this occurs both you and

your flatmates will incur charges. Any charges applied during the academic year will be recorded on your student account.

Window Restrictors

Window restrictors are in place for your safety. If tampered with then you will be charged and subject to disciplinary procedures.

TV Licence

The university covers the cost of any of the preinstalled televisions in common rooms and kitchens however if you choose to bring a television or watch TV through any other media you will need a valid TV licence. More information on TV licence can be found at www.tvlicensing.co.uk.

Posters, Pictures & LED/Fairy Lights

LED strip lights and fairy lights are not permitted in halls of residence. Poster and pictures should be pinned to notice boards. Any damage to walls will be charged.

Parking

Hope Park - all users of the car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users. The purchase and display of a parking permit does not entitle the holder to a guaranteed space in the University car parks. Use of the car parks is on first come, first served basis.

Please note an external parking enforcement company will be policing the use of valid permits and pay and display tickets 24 hours a day.

Aigburth Park - Due to limited car parking facilities available on site. You will need to have purchased a residential car parking permit to park on this campus.

Creative Campus - There is no student or visitor parking available at the Creative Campus and we recommend that students and visitors use nearby public car parks.

For more information on car parking at our campuses please visit www.hope.ac.uk/gateway/carparkingathope/

Pets

Pets are not permitted in halls or on campus as per your accommodation licence agreement.

Our Halls

All our bedrooms have 3ft wide single beds with the exception of Angela Hall on Hope Park which have small double beds.

Bedrooms in halls

- Bed Frame
- Mattress
- Desk & Chair
- Wardrobe/hanging space
- Shelves
- Curtains or blind

Shared kitchens

- Oven/Hob
- Fridges & Freezers (these vary between undercounter and tall)
- Microwave
- Kettle
- Toaster
- Vacuum

- Iron & Ironing Board
- Mop & Bucket
- Recycle, Food & General waste bins
- Dining table & chairs

Internet Connection

All student rooms are provided with a free university managed WIFI service.

The University wireless service is provided by the eduroam service.

eduroam allows you to connect wireless devices to the network in all of our campus buildings at Hope Park, Creative Campus and Aigburth. It also allows you to log on to our wireless service from the premises of other members of the eduroam network. Details of all of the members of the eduroam network can be obtained by clicking here.

The eduroam service is provided to all eligible users subject to the IT Facilities Acceptable Use Policy and the JANET eduroam policy.

Connecting to eduroam

The eduroam service is accessed using your username in UPN format (e.g., username@hope.ac.uk) and your university password.

You will need to configure your computer or device, which will depend on the operating system you are using.

If you visit <https://www.hope.ac.uk/gateway/itservices/wireless/>, you will be taken to a document that provides instructions to connect various types of device.

If you encounter any difficulties, please contact the IT Service Desk on 0151 291 2100 or email itshelp@hope.ac.uk who will be delighted to assist you with configuring your device.



Packing Preparation

What to bring

Most of the study rooms are quite generous in size, with hanging space for clothes and drawers and shelves. Your room will have a wash basin or an en-suite shower room, plus a desk or work area, a chair and waste bin. You will need to bring your own bedding, towels and toiletries, plus your clothes.

You can bring a lamp and soft furnishings (excluding curtains) for your room. Any electrical items must be brand new or have a test certificate from a qualified electrician with them.

Heating appliances and cooking equipment (such as slow cookers, rice cookers, microwaves and kettles) are strictly prohibited in study rooms - see your accommodation licence for more information.

For the kitchen, you should bring your own crockery, cutlery, pots & pans, cooking utensils, dish cloths, tea towels and detergents.

For washing clothes and bedding you will need your own washing pods/liquid and softener.

You can bring a TV, but you will be responsible for purchasing your own TV license - please note that there is no aerial socket in the study rooms. There are communal TVs in the common rooms of most halls.

All rooms have internet access.

What not to bring

Please do not bring the following items as they are not allowed in halls

- Door Stops
- Candles, joss sticks, oil burners, plug in air fresheners
- Additional furniture
- Microwaves
- Refrigerators or any additional kitchen appliances
- Heaters or electric blankets
- Grills of any kind
- Barbeques

- Electrical cleaning equipment
- Pets
- LED Strip light
- E-scooter. E-skateboards/ hoverboards

The Accommodation Team along side our Domestic team will carry out regular inspections and if any forbidden items are found they will be removed and disposed of immediately. If you require a fridge for medical purposes please contact our Learning Support Team in advance of your arrival in order for them to assess your needs. You can do this by emailing learningsupport@hope.ac.uk

Behaviour

Any resident found to be in breach of the conditions set out in the accommodation license will be subject to disciplinary procedures. www.hope.ac.uk/media/gateway/studentgateway/supportandwellbeing/studentadministrationdocuments/Code%20of%20Conduct%20May2023.pdf

Health & Safety

All students must adhere to any University and/or Government guidelines that are in place regarding health and safety. More information can be found at www.hope.ac.uk/gateway/staff/peopleservices/healthandsafety/studenthealthandsafety/

Harassment & Intimidation

The University does not tolerate harassment or intimidation in any form. Harassment is defined as unwanted behaviour or conduct, which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Harassment can be of varying degrees from minor to serious and includes sexual harassment.

Any student found to be harassing others will be subject to misconduct proceedings in line with the Student Code of Conduct.

Drugs

The University takes the possession and use of illegal substances extremely seriously. The use of drugs, both on and

off campus, is a breach of the Student Code of Conduct and could lead to disciplinary action up to and including expulsion from the University in the most severe cases.

The University does however recognise that recurrent problematic use of, or addiction to, alcohol and drugs may in some cases be considered a medical condition - if at any point you are suffering with addiction issues then you are encouraged to reach out to support services as soon as possible who will be able to assist and signpost to dedicated services who can help.

Smoking & Vaping

Smoking is prohibited anywhere on campus other than designated smoking shelters. Vaping and E-Cigarettes is not permitted within 7.5 metres of any building entrance or window. All halls of residence are strictly no smoking or vaping. More information can be found at www.hope.ac.uk/media/gateway/staffgateway/governance/healthandsafetydocuments/Smoking_Shelter_A4_Location_Guide_070225.pdf

Noise

Noise should be kept to a reasonable level at all times and should not cause a nuisance at any time. Please be respectful in communal areas especially when entering or leaving flat and/or block entrances. Noise should be kept to an absolute minimum after 11pm.

Vandalism & Damage

If you are found responsible for any damage—whether accidental or intentional—to the fixtures, fittings, furniture, or any part of your residence, you will be liable for the cost of repairs, including materials and labour as per your accommodation license agreement. Damage charges will be added to your student account.

Getting along with flat mates

Living on-site has lots of perks—everything is nearby and easy to access. But with so many people around, it's important to be thoughtful, as small annoyances can sometimes turn into bigger issues.

Please be considerate of others and help create a positive environment for everyone.

Some common causes of conflict include:

- Playing loud music, especially after 11:00 p.m.—everyone deserves a good night's sleep
- Having noisy guests in your room late at night
- Inviting friends over regularly without checking in with your flatmates
- Making loud noises in rooms, corridors, or kitchens, and slamming doors
- Leaving dirty dishes, food, or rubbish lying around
- Playing pranks, like hiding others' belongings or taking food

We expect all students to treat each other with respect and kindness. A little consideration goes a long way!





Damage

All students living in University accommodation are responsible for any damages or loss to the residence, hall or to any furniture owned by the University. If damage occurs the student shall pay to the University the reasonable costs incurred by the University as a result of any damage to and/or loss of the University's property caused by the student and/or by their guests.

Damage to a student bedroom

Students are responsible for reporting any damage at the time of the incident or discovery. If the damage is to your room you will receive an email from the Accommodation Office advising of the cost relating to the damage. Depending on the damage and its severity you may be asked to tidy belongings away or move to another room while any works are undertaken.

Damage to communal areas

When living in Halls of Residence, the licensee forms part of a community of students for the period of the licence. If damage is caused to communal areas and the perpetrator of the damage cannot be identified by the University

following a reasonable investigation, the licensee shall, together with all other occupants of the flat or corridor or halls of residence where the damage has occurred, account to the University for the reasonable proportion of the cost of remedying the damage.

Payments & Appeals

The Accommodation Office will send the licensee/s an email confirming the charge to be paid and this charge will be added to the licensee's finance account. The licensee/s should contact the Finance Department within 7 days to arrange payment. In the event of an appeal the Licensee/s should contact the Accommodation Office within 5 days of receiving notification of the chargers.

The charge schedule below is a non-exhaustive list of costs for repairing or replacing damaged items.

Recharging Schedule for Residential Halls

Furniture/Soft Furnishings

• Broken Bed Base	£156.00+
• Replacement Bedside Cabinet	£130.00+
• Replacement Bedroom Desk	£285.00+
• Replacement Chest of Drawers	£220.00+
• Replacement Coffee Table	£75.00+
• Replacement Curtain/Blind	£65-125+
• Replacement Desk Chair	£30-95
• Replacement Dining Chair	£30.00
• Replacement Dining Table	£225+
• Replacement Sofa	£550.00+
• Replacement built in sofa	£600.00
• Replacement Single Mattress	£75.00
• Replacement Wardrobe	£240.00+
• Repair to Kitchen Worktops	£TBC

Electrical Equipment

• Replacement Cooker/installation	£275.00+
• Replacement Built in Oven/installation	£245.00
• Replacement Hob/installation	£240.00
• Replacement Table Top Fridge	£149.00
• Replacement Fridge	£225.00
• Replacement Freezer	£225.00

• Fridge/Freezer	£340.00+
• Replacement Intercom	£80.00+
• Replacement Iron	£25.00
• Replacement Kettle	£32.00
• Replacement Microwave	£80.00
• Replacement Toaster	£46.00
• Replacement TV/installation	£450.00+
• Replacement Vacuum	£144.00+

Fire Fighting Appliances

• Malicious damage to Break Glass	£25.00
• Refill Fire Extinguisher (CO2/Foam)	£28.00
• Refill Fire Extinguisher (water)	£55.00
• Replace Missing Fire Blanket	£24.00
• Replacement Smoke/Heat Detector	£220.00

General Items

• Re-connecting door closer	£15.00
• Replacement door closer/installation	£95.00
• Replacement Cylinder	£60.00
• Room Key	£20 - £50
• Post Box Key	£5.00
• Door/Swipe Access Card	£5.00
• Internet Cable	£5.00
• Notice Board	£45.00
• Replacement TV remote control	£15.00
• Upholstery repairs	£TBC

- Replacement door/installation (no glass) £650.00+
- Replacement door/installation (glazed) £750.00+

Kitchen/Lounge

- Fridge/Freezer Clean £20.00
- Kitchen/Lounge Clean £85.00
- Microwave Clean £10.00
- Cooker/Oven/Hob Deep Clean £55.00
- Replacement Ironing board £25.00
- Removal of Rubbish (per bag) £10.00
- Washing of kitchen bins (per bin) £5.00
- Freezer defrost (if applicable) £25.00
- Alpha Centauri Recycling Bin £256.00+
- Black General Waste Enviro Bin 100l £232.00+
- Rubbermaid step on bin £120.00+

Bedroom

- Bedroom Clean £25.00

Ensuite/Shared Bathroom

- Bathroom Clean £25.00
- Replacement shower curtain £5.00
- Replace Shower Hose £20.00
- Replace Toilet Seat £25.00

Decoration

- Damage to walls i.e. posters, blue/white Tack £100.00+
- Damage to walls (holes in plasterwork) £100.00+
- Redecoration to Shower Room £80.00+
- Redecoration full bedroom/kitchen £320
- Replacement Mirror £TBC

(Minimum repainting of one full wall)

Carpet

- Replace Communal/Kitchen Flooring £350.00+
- Replace Study Room Carpet £250.00+
- Replacement carpet tiles (each) £20.00
- Deep Clean bedroom carpet £45.00+
- Spot/part clean bedroom carpet £30.00

Please note some costs are estimated/subject to change. When external contractors are required, costs may be revised in accordance with invoices received and additional charges applied for suppliers/contractors to install items. Joinery repairs to woodwork i.e. kitchen worktops and doors may not be possible due to cost effectiveness and will be replaced. Prices of furniture and kitchen items fluctuate.

This schedule is not exhaustive. Please note: some halls may not have post boxes or en-suite rooms and may differ in the provision of furnishings and kitchen equipment.

Costs are correct at time of printing and does not include VAT.



Student Code & Disciplinary Procedure

The University aims to provide all of its students with the support and guidance they need to achieve success. The Hope Charter sets out what students should expect from Liverpool Hope University and what is expected of a student of Liverpool Hope University. Should the conduct of a student or apprentice fall below the standards expected then they may be subject to disciplinary procedures under the Student Code of Conduct. Any student subject to action

under the provisions of this Code can seek support from the University Student Life Team on **studentlife@hope.ac.uk** and advice from the Students' Union on **suadvice@hope.ac.uk**

Students are expected to regard themselves as ambassadors of Hope and have due regard for fellow students, staff, neighbours and others at all times both on and off campus.

More information and a copy of the Student Code can be found at:

www.hope.ac.uk/gateway/students/studentenrolmentandadministration/disciplinarymatters/

Welfare and Security

Moving away from home into university can be an exciting but daunting experience. The wellbeing and safety of our students is important to us.

The university is committed to providing safe and secure accommodation across all of its campuses via a combination of security patrols and CCTV. The security Lodges are open 24 hours a day, 7 days a week all year round and this should be your first point of contact for any emergencies.

Hope Park: 0151 291 3520

Aigburth Park: 0151 291 3095

Creative Campus: 0151 291 3939

Student Life is a team of experts who can assist you with wellbeing advice and support, help with money advice, learning support questions, wellbeing support and much more. More information can be found at www.hope.ac.uk/gateway/students/studentlife/

Our Residential Team is part of Student Life, and are here to support you

during your time in halls. All of the team are recent Hope graduates or current students, and can help you with accommodation queries, the transition into higher education, as well as supporting you with:

- Generally helping you settle in and welcoming you to your halls.
- Advising you on all the practical questions you may have, including shopping, transport, where to get advice.
- Academic support.
- Signposting you to appropriate mental health and wellbeing support.
- Social activities, in halls and across the campus.
- Resolving any issues that may occur with your flat mates.

You can contact the team by emailing residentiallife@hope.ac.uk

Facilities and Services

Access Cards & Keys

Access cards and keys are not to be given to or used by anyone other than yourself. This is to protect yourself, the security of the hall and campus. If it is found the keys or access cards have been passed to a third person this will be deemed a serious breach of security and will lead to disciplinary action.

Lost Keys and/or Access Card

Take care of your key and access card and keep them with you at all times. If you lose your key/card please contact the Accommodation Office as soon as possible. The cost to replace is currently between £21 and £47 depending on the hall you reside in. For replacement ID cards you will need to contact the Gateway Service Desk.

Lock Out Procedure

If you find yourself locked out please contact the Security Team who will be able to let you back in to your property. Please note you may have to wait to be let back in to your room.

Cleaning

Your Room - You are responsible for keeping your room clean and tidy. A vacuum is provided in each flat/corridor; please remember to check and change the bag regularly, please see a domestic service assistant for a new bag. If you have an en-suite room you need to keep your own shower and toilet clean. Please ventilate and clean your bedroom/bath/shower rooms regularly to avoid a build-up of mould. We would recommend you buy your own cleaning products and materials including a toilet brush if you are in an ensuite room.

Kitchen - You, along with the others sharing your kitchen are jointly responsible for cleaning cookers, microwaves and worktops after use. Crockery, cutlery and pans should be cleaned and stored away appropriately. We would recommend a discussion with your flat mates as to what cleaning products and materials you will all provide and share the cost of. Please make use of the rota we have left on your fridge. Rubbish should be placed

in the bins provided and not left on the floor. Both general refuse and recycling bags will be placed in your kitchen twice per week (Black are for general waste, clear are for recycling only). Additional bags required will need to be purchased by you. Food Waste bins are provided in each kitchen for the disposal of all raw and cooked food waste, fruit and vegetable peelings, meat and fish (including bones), dairy products, tea bags and coffee grounds and plate scrapings. More information can be found in the cleaning information in your kitchen. The cooker in your hall's kitchen has been fitted with a stove guard. The Unicook Airis monitors the stove area and improves cooking safety by sounding an alarm and switching off the cooker power if it detects a potentially dangerous cooking situation. These situations may be for example, an overheating pan, or prolonged lack of human presence during cooking on the hob. More information on the guard can be found on the accommodation web page www.hope.ac.uk/halls/residentiallife/inneedhelp

Please do not place hot pans or dishes from the oven directly on the worktops or kitchen table to avoid being recharged for repair or replacements.

Wrap any sharp or broken objects in newspaper before throwing them out.

For assistance with using the appliances in your kitchen please see the User Appliances Guides at www.hope.ac.uk/halls/residentiallife/ineedhelp

When you leave your room at the end of your contract you are jointly responsible for removal of rubbish and leaving your flat clean and tidy, or you may be subject to a charge.

Toilets/Shower and Bathrooms (Shared accommodation) - Our domestic team will clean these areas at least once per week however this does not mean that you are not responsible for keeping these areas clean and tidy.

Cleaning Service - Our team of domestic assistants are on hand to provide a cleaning service in the communal areas outside your flat – entrances, landings, stairwells and corridors.

Please refer to the cleaning notice displayed in your foyer/kitchen for further information regarding cleaning.

Washing Machines

Laundrette facilities are offered on all three campuses and provided by Circuit laundry. Instructions on how to use the facilities are posted in the laundrettes or please visit www.circuit.co.uk/

Student Post

A student post service is offered to all student residing in halls at Hope Park, Aigburth Park and the Creative Campus.

For more information and the postal address for each campus please view the post policy at www.hope.ac.uk/halls/uukcodeofpracticeandaccommodationpolicies/

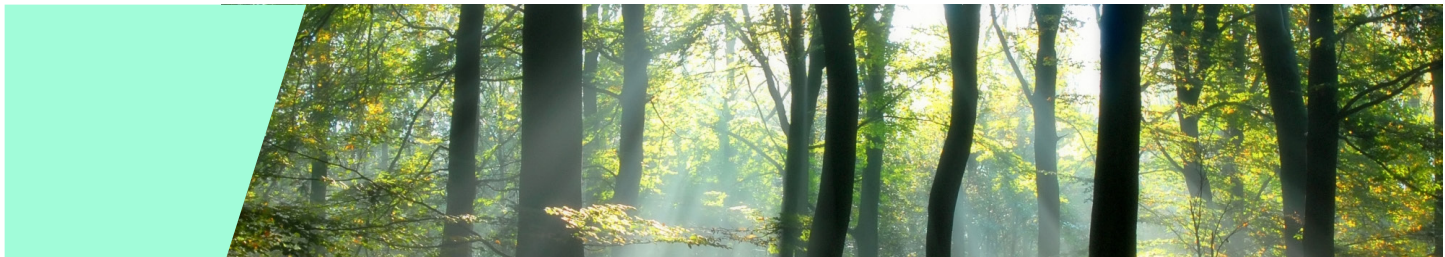
Guest Bookings

All visitors and guests must be signed in and out at the campus Security Lodge. All visitors must leave the campus by 11pm. You are responsible for your

guests at all times which includes antisocial behaviour and damage.

Although the University does not permit residential students to have a guest in their room overnight, it is recognised that students will occasionally have a visitor who will need accommodation on campus. Students can therefore book a room for their guest subject to following the correct procedure. The cost for a single room is £36 per night, double/twin room £48 per night plus VAT.

- Rooms are limited and are therefore subject to availability.
- Please refer to the guest policy document and complete a student guest booking form which can be found at www.hope.ac.uk/halls/uukcodeofpracticeandaccommodationpolicies/ or available from the Accommodation Office on request.
- Please note a maximum of two guests can stay for a maximum of three nights per booking per resident within a seven-day period.



Sustainability

Sustainability is central to what we do here at Hope and we are enhancing the quality of the environment wherever we can; Our halls are managed with sustainability and energy efficiency in mind. We actively encourage our residents to get involved and live sustainably at Hope. We try to make it as easy as possible for our residents to do their bit too.

Recycling bins (with clear bags) have been placed in each kitchen, common room and/or hallway to make it as easy as possible for you to recycle. We currently collect plastic, food and drinks cans, glass bottles and jars (please make sure they are empty, rinsed and clean); and cardboard and paper - more details

can be found on the posters above the bins.

Food waste bins have been placed in each kitchen to collect all your food waste. More detail about what can be placed within the food waste bins can be found on the posters within your halls.

We also collect batteries in the receptions of the Gateway Building, Capstone, Cornerstone and Aigburth Park.

Collection banks are available in the car parks of all campuses to collect any good quality clothing, shoes, accessories, books, CDs, and DVDs.

Get involved

If you are interested in helping to make the university more sustainable or are looking for opportunities to gain real work experience, we have a range of ways you can get involved – from one off volunteering to practical experience and projects. For more details please contact the Student Union.

For more information go to www.hope.ac.uk/gateway/sustainability/



Reporting a Problem

Estates Helpdesk

The Estates Helpdesk is there to help you if you experience any issues with the items in your room or communal areas. The Helpdesk hours are;

Monday to Friday - 9am - 5pm

Saturday and Sunday - Closed

To report a repair, please go to **www.hope.ac.uk/estates/** and choose the option 'Online Works Requests' in the highlighted box near the bottom of the page. You only have to register once and can then report items throughout the year using the online report form. You will receive a job reference number which can be used to track the progress of your request.

Please do not report repairs to Campus Operatives during the day or to the Wellbeing Assistants or Domestic Staff at any time as these will not be logged electronically and you have no guarantee of your request being reported.

Please be advised that repairs reported online or in any other formats permits our Maintenance team and contractors to enter your room/flats to rectify any faults.

When reporting a problem please give as much detail as possible.

If you need to report an **emergency** outside of the office hours please call Security.

Hope Park - 0151 291 3520

Aigburth Park - 0151 291 3095

Creative Campus - 0151 291 3939

Tradespeople will only be called out after 5pm and at weekends for emergencies. Emergencies are categorised as; floods, leaks, loss of heating or power.

Please note you are not allowed to undertake your own repairs to any university accommodation or property.

Facilities Priority

Priority 1 - Emergency

These faults will be treated as emergencies and will be dealt with as soon as possible. Emergency repairs may be carried out to isolate hazards or to reduce the likelihood of damage either to the fabric of the building or to student or University property.

Nature of Fault

- General electrical fault, or loss of mains electrical supply.
- Failure of domestic hot or cold water supply or loss of heating.
- Leaks from domestic hot water supply not contained within basin, bath or shower.
- Reports of a smell of gas or suspected gas leak.
- Breakages or faults to doors or windows that leave student accommodation or other University buildings insecure or otherwise at risk.
- Faults to fire alarms or emergency lighting systems.

Response Time

Inside Normal Working Hours - Analysis of fault and either full or temporary repair or isolation of the fault within one hour of fault being reported.

Outside Normal Working Hours - Response by on-call maintenance staff within one hour of fault being reported to the Security Lodge. Then analysis of the fault and either full or temporary repair or isolation of within one hour.

Priority 2 - Urgent

Respond within the same working day/24 hours during normal working hours 8:30 - 4:30pm Monday to Friday.

Nature of Fault

- Reduction in performance of heating or domestic hot or cold water supply not amounting to loss of service.
- Leaks contained within basins, baths or showers.
- Loss of mains electricity to a single room.
- Replacement of lamps to light fittings which provide the main source of light within a room.
- Blocked toilets, sinks or showers.

Response Time

Inside Normal Working Hours - Within the same working day/24 hours.

Outside Normal Working Hours - Analysis of fault and either full or temporary repair or isolation of the fault during the working day after the fault being reported to the Security Lodge.

Priority 3 - Routine

Respond within the same working day/24 hours during normal working hours 8:30 - 4:30pm Monday to Friday.

Nature of Fault

- And any other fault not listed within categories Priority 1 & 2.

Response Time

Fault reported to Estates Helpdesk. Fault will be investigated and either a full or temporary repair will be undertaken or feedback will be provided to the End User within 15 working days.

Health and Safety

Fire Procedures & Safety

Your safety whilst living in the halls of residence is of upmost importance to the university. Whilst the university does what it can and what is legally required, students have a major role to play in ensuring their own safety and that of the other residents.

On arriving at your halls of residence it is important you take note of the fire action notices displayed throughout your hall and familiarise yourself with the nearest escape route and the appropriate assembly point.

The following procedures are necessary to ensure your safety whilst living on campus. Please make yourself familiar with the site and the evacuation procedures on arrival.

Emergency Evacuation Procedures

If you hear the fire alarm you need to:

- Evacuate Immediately

- Assist any neighbours or friends that you know might have difficulty leaving the building on their own.
- Assemble at your nearest emergency assembly point, away from the building entrance.
- Wait for the 'All Clear'

Do not re-enter the building until you are told it's safe to do so by Campus Operatives, Fire Marshals or the Fire Service. A klaxon will also be used to indicate it is safe to return to your Halls of Residence in some circumstances.

If You Discover a Fire

Raise the alarm immediately, even if you're not sure it's a real fire.

Do not attempt to fight the fire yourself.

Evacuate as quickly as possible using the above emergency procedures.

Fire Doors

To limit the spread of fire throughout the building;

- Fire doors within the building must not be wedged open and must remain closed.
- Kitchen doors should be kept closed at all times.
- The escape routes out of the building must never be blocked.
- Fire extinguishers and blankets must not be moved or tampered with.
- Fire detectors must not be tampered with. Tampering with fire detectors anywhere in a University building is a criminal offence. Anyone found tampering with detectors will be liable for up to a £5,000 fine.

Fire Drills and Alarm Tests

Fire drills will be carried out in each Halls of Residence twice a year. Further Fire Drills may be carried out without notice at any time. All resident students are expected to participate in Fire Drills. Fire Alarm tests are carried out weekly at each Halls of Residence.

The following actions will assist in preventing fires and false alarms;

- Do not wedge fire doors open, keep them closed at all times
- Never leave cooking food unattended
- Do not point aerosols towards detectors
- Keep shower room doors closed when showering

Do not use any prohibited items;

- Chip Pan
- Deep fat fryers/rice cookers
- Candles/incense sticks/plug in air fresheners
- Smoking material/Shisha pipes/e-cigarettes/vapes
- Portable heaters/Electric blankets
- White good items not provided by the university – fridges, microwaves etc.

Personal Emergency Evacuation Plans

All students who may struggle to get out of a building on their own in an emergency **MUST** complete a Personal Emergency Evacuation Plan form (PEEP) to determine the level of assistance they may require. A PEEP may be needed for someone with an impairment or disability such as;

- Mobility
- Sight
- Hearing
- Cognitive
- Medical condition or injury which may cause the need for assistance.

Accommodation Office Complaints Procedure

Liverpool Hope University aims to provide the highest quality service to its students, visitors and guests. We accept that we may occasionally get things wrong or make mistakes and if that happens we are committed to working towards a satisfactory outcome for all concerned.

The following procedure explains how to make a complaint, how you can expect us to deal with the complaint and what you can do if you are not unhappy with our response or decision.

All complaints are taken seriously and we will always be professional, courteous and will respond as quickly as possible.

Informal Complaints

The first step to make a complaint or discuss any concerns is to contact staff at the Accommodation Office to try and resolve the matter. Please ensure you submit your complaint in writing to accommodation@hope.ac.uk and remember to include your name, ID number and as much information as possible.

Formal Complaints

Usually complaints can be dealt with amicably and to the satisfaction of all parties at stage one however if you are unhappy about a response you have received via the informal process you may wish to start a formal

complaint (stage two). For information on stage two complaints please visit www.hope.ac.uk/gateway/students/studentenrolmentandadministration/commendationscomplaintsandappeals/

Confidentiality

All necessary enquiries and disclosures will be made to investigate the complaint and gather relevant information from all parties and witnesses involved. Except for this purpose, all parties to the complaint must treat the complaint and all related documentation and information as confidential.

Finance

Your will have been made aware of your accommodation fee upon receipt of your room offer. All students will be expected to make payment plan prior to their arrival in the halls of residence. You will be sent an accommodation task prior to your arrival to arrange your payment plan and enter your payment details.

Payment Plans

A payment plan is created in order to assist you with budgeting throughout the year. The most common plan is where your accommodation fee is split in to three equal instalments in line with how your student finance works (It is important to note that these instalments do not reflect the number of weeks in each term).

Cancellation Prior to Arrival

If prior to the start of the residential year, for whatever reason you decide to cancel you place in the halls of residence the university can retain your £200 deposit however if you do not meet the conditions of your course the deposit will be refunded.

Financial Difficulties

If you find yourself in financial difficulty please contact Student Finance in the first instance to discuss your options. Furthermore, you may wish to contact the Student Funds team and/or the Student Union for further advice.

T: 0151 291 3339

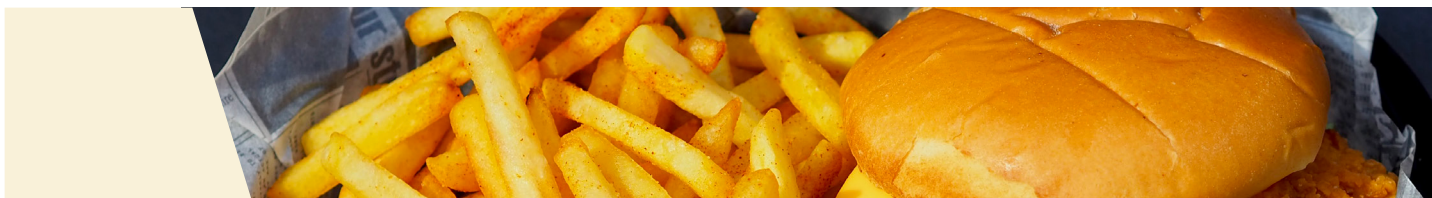
E: financequeries@hope.ac.uk

Accommodation withdrawal after arrival

Where a student withdraws, suspends or defers their place at University the accommodation license will be terminate in accordance with the Accommodation Termination policy and an Early Termination Fee will apply. More information can be at www.hope.ac.uk/halls/uukcodeofpracticeandaccommodationpolicies/

Failure to Pay

Any student who fails to pay their accommodation fees and thus defaults on their license will still be held liable to pay all outstanding fees and/or fines. This could lead to you being required to vacate the property.



Food & Drink

At the heart of our campus, the Catering Team serves up healthy, nutritious, culturally diverse, and sustainable food. We're proud to offer fresh, home-cooked meals featuring seasonal produce across all our food outlets. Looking for evening plans? Our Place Bar is the ultimate student hub, boasting a packed schedule of events, fantastic drink deals, and a warm, welcoming atmosphere. Interested in adding one of dining plans, its not too late, **contact catering@hope.ac.uk** for details.

- **Our Place Food** - located at Hope Park, serves a variety of food such as pizzas, burgers, salads, milk shakes and desserts
- **Our Place Bar** - located at Hope Park. Open Every weekday evening, with great drink prices, student event nights and live action sports on the big screen
- **Fresh Hope** - located at Hope Park, offering breakfast, street food, sandwiches, spud station, salad bar and home cooked meals
- **Starbucks** - two Starbucks located on Hope Park (Eden & FML Building) – offering a variety of drinks and snacks
- **Zest Cafe** - located on Hope Park in the Hope Park Sports Building, offering a variety of hot & cold drinks and snacks
- **Campus Shop** - located in the FML Building at Hope Park selling the essential items any student would need from cereals or other nonperishables to frozen food, sweets, snacks, cold drinks and much more
- **Café 1846** - located at the Creative Campus, an open plan café where you can enjoy a range of food and drink
- **Varsity Store** - located at the Hope Park. Offering a full range of University branded merchandise, stationary, seasonal gifts and printing services.
- **Vending areas** - located on all three campuses.

Contact Details

Hope Park Security Lodge

T: 0151 291 3520

Emergency Number: 0151 291 3800

Creative Campus Security Lodge

T: 0151 291 3939 T: 0151 207 1976

Emergency Number: 0151 291 3700

Aigburth Park Campus Office

T: 0151 291 3095 / 07736106185

Accommodation Office

T: 0151 291 3434

E: accommodation@hope.ac.uk

Estates Office (Help Desk)

T: 0151 291 3185

E: estates@hope.ac.uk

Residential Life

E: residentiallife@hope.ac.uk

Student Life

T: 0151 291 3427

E: studentlife@hope.ac.uk

IT Services (Help Desk)

T: 0151 291 2100

E: itshelp@hope.ac.uk

Gateway Service Desk

T: 0151 291 3813

E: gateway@hope.ac.uk

Student Finance Office

T: 0151 291 3339

E: financequeries@hope.ac.uk

Student Funds

T: 0151 291 3464

E: studentfunds@hope.ac.uk

Learning Support

E: learningsupport@hope.ac.uk

Conditions of Residence

Principles of Residency 2026/2027

Liverpool Hope University views residency in its Halls as a privilege and an opportunity for collegial living, with all that this implies in regard to individual care and concern and mutual respect.

In providing the opportunity to live in a residential hall on one of the University campuses, the University will ensure all new students are welcomed and supported as part of the Hope community as early as possible. The Director of Student Life will ensure the support services enable students to learn to live together, build community and have access to the wide range of resources available to them. The Director of Student Life will ensure the Residential Life Co-Ordinator and Wellbeing Assistants monitor the general welfare of students in Halls and have processes in place to signpost students to specialist support within and external to the University.

Wellbeing Assistants lives in our halls for the full academic year and are available to students throughout the week, specifically evenings when the specialist support teams are not available. More generally an extensive range of support services and pastoral care are available to all students from Student Life in the Gateway Building. www.hope.ac.uk/gateway/students/studentlife/

To ensure a positive experience for all, it is essential that all resident students realise the importance of respect for others with whom they share their accommodation and also of the spaces that are to become their home. Any reports of anti-social and/or disruptive behaviour will be dealt with by the University under the Student Code of Conduct and Disciplinary Process and any breach of this Code and/or the Accommodation Licence will result in disciplinary action being taken. This may include written warnings, fines and community service. Serious breaches can result in exclusion from Halls or even the University, where deemed justified.

Sustainability

The University is committed to embedding sustainability into everything that it does and to minimising the effect of its activities on the environment and residential students have an important role to play in enabling the University to become more sustainable. The University is aiming to minimise its impact on the environment by reducing its consumption of gas and electricity and the tonnage of waste sent to landfill, which will reduce its carbon footprint, conserve energy resources and save costs. In relation to sustainability the student is requested to:

- be environmentally responsible for the consumption of gas, electricity and water and not to use these utility services in a wasteful way

- where necessary relocate students to alternative on-campus accommodation during the Christmas period to ensure halls are environmentally viable and so that small groups can be supported during the closure period of the main University services
- use only communal equipment and not to bring unauthorised electrical items into the Room (or common parts)
- where possible, to turn down the heating rather than open a window
- unplug electrical items when not in use
- use sustainable forms of transport (cycle, walk or use public transport)
- rinse and recycle all glass, plastic bottles and cans in the recycling bins provided.

The Accommodation Licence

Introduction

Please read this document and make sure you understand and agree to the terms before you accept. The Accommodation Licence is governed by English law and the courts of England and Wales shall have exclusive jurisdiction to govern any disputes arising from this accommodation licence. If you are an international student, you may find this different to the law which applies in your Country. If you do not understand any of the terms you should consider taking legal advice before becoming bound by the Accommodation Licence.

PLEASE BE AWARE THAT ONCE SIGNED, EITHER ON LINE OR MANUALLY, THIS ACCOMMODATION LICENCE IS LEGALLY BINDING AND CANNOT BE TERMINATED BY A STUDENT UNLESS IT IS UNDER THE TERMS OF CLAUSE [9] OF THIS DOCUMENT AND A FEE WILL STILL BE PAYABLE TO THE UNIVERSITY.

This Accommodation Licence is between:

1. the University
2. the "Student" ("you" & "your") as set out in the Licence details

1. The Licence

Definitions - the following definitions shall apply in this Licence:

'Accommodation Charge'

The accommodation charge stated in the Licence Details which is payable by the Student to the University and includes electric and water charges.

'Accommodation Licence'

The terms and conditions of this Licence together with the Principles of Residency and the Student Code of Conduct and Disciplinary Process.

'Accommodation Office'

Is the office within the University which deals with all aspects of occupation in Halls and can be contacted on 0151 291 3434 or at accommodation@hope.ac.uk

Estates Office

The Estates office carries out maintenance and repairs and can be contacted on 0151 291 3185 or at estates@hope.ac.uk

'Student Code of Conduct and Disciplinary Process'

The code that students must adhere to which can be viewed here [www.hope.ac.uk/media/gateway/studentgateway/supportandwellbeing/studentadministrationdocuments/Code of Conduct May2023.pdf](http://www.hope.ac.uk/media/gateway/studentgateway/supportandwellbeing/studentadministrationdocuments/CodeofConductMay2023.pdf)

'Common Parts'

Any shared facility or area outside the Student Room such as the kitchen and bathroom including the fixtures, fittings, furniture and equipment in them, which are provided by the University for the common use of the students.

Advanced Rent Payment

The sum of £200 payable on or before completion of this Licence.

'Guest'

Any person at the Halls or Room who is not the resident student of that Hall or Room. This will include both campus guests (who must be signed in the Visitor Log at Security) and visiting resident students from other halls.

'Halls'

Any residential building, forming halls of residence at Hope Park, the Creative Campus or Aigburth Park, being sites owned or occupied by the University.

'Licence Details'

The details provided by the University to the Student which incorporates this Accommodation Contract and sets out details of the Room, the Accommodation Charge and the Period of Residence.

'Payment Plan'

The payment plan details to be agreed between the Student and the Finance Office as set out in the Licence Details.

'Early Termination Fee'

A fee equivalent to 6 weeks room rental charge, calculated from the date the key is returned to the University.

'Period of Residence'

The period set out in the Licence Details.

'Room'

The flat/room number allocated to the Student as set out in the Licence Details or otherwise notified to the Student by the University.

'University'

Liverpool Hope University.

'UUK Code'

Universities UK Code of Practice for the Management of Student Housing.

Any policies or procedures mentioned within this Licence are available as links within the Accommodation Licence or on the University website at:

www.hope.ac.uk/halls/uukcodeofpracticeandaccommodationpolicies/

www.hope.ac.uk/gateway/students/studentenrolmentand-administration/studentpoliciesandprocedures/

2. Overview

2.1	The University is the owner of the Halls and grants licences to occupy the rooms within those Halls to students. The rooms are to be used for the purposes of rest, sleep, study and general living, subject to the provisions of the Accommodation Licence.
2.2	The Accommodation Licence is a legally binding contract between the Student and the University, whereby both parties agree to the terms and conditions set out in it. The University may terminate the Licence before the Period of Residence expires in the circumstances set out in clause 10.
2.3	The Accommodation Licence is governed by English law and the courts of England and Wales shall have exclusive jurisdiction to govern any disputes arising from the Accommodation Licence
2.4	This Licence is not intended to create a relationship of landlord and tenant between the parties nor is it intended to confer exclusive possession on the Student. The Student will not be entitled to any assured, assured shorthold, or any other tenancy, nor will the Student be entitled to any statutory security of tenure upon determination or expiry of the Licence.
2.5	The Student agrees to adhere to and abide by the Principles of Residency as detailed on page two.
2.6	The Student shall be registered as a full-time student of the University and will be studying a course which earns 120 credits in a particular year unless they are enrolled on a short course which includes accommodation provision as part of the package. There may be exceptional circumstances where alternate arrangements are in place to ensure compliance with the Equality Act 2010, in such circumstances the arrangement must be approved by the Deputy Vice Chancellor.

3. Obligation of the University

During the Period of Residence and subject to the terms and conditions of the Accommodation Licence the University agrees:

3.1	to allow the Student to occupy the Room as licensee in accordance with the terms of the Accommodation Licence during the Period of Residence;
3.2	to comply with any relevant obligations under the law and the UUK Code;
3.3	to provide a cleaning service to the Common Parts of all Halls, which will be a minimum of weekly in all Halls;
3.4	to provide 24-hour security services at each campus location;

3.5	to provide heating, electricity supply, mains water and internet connection for your studies and TV licence where applicable for the televisions owned, installed and maintained by the University as part of the Accommodation Charge except where there is an equipment or supply failure which cannot be reasonably foreseen; and
3.6	to respond to any reported repair problems within a reasonable timescale and in accordance with the UUK Code.

4. Accommodation Charge and Advanced Rent Payment

In relation to the Advance Rent Payment and Accommodation Charge the Student agrees:

4.1	that on or before signing this Licence, the advanced rent payment of £200 will be paid to the University. The payment of the advanced rent payment implies confirmation that the Student will take up occupation for the full Period of Residence;
4.2	to set up the Payment Plan and to pay the Initial Payment (if applicable) before arrival at the Room;
4.3	to adhere to the agreed Payment Plan and make all payments on time;
4.4	to pay the Accommodation Charge in full even if the Student ceases to occupy the Room, unless there is an alternative agreement made in writing by the University (see Section 12 below).

If at the end of the Period of Residence any of the Accommodation Charge remains outstanding then the account will be passed to a commercial debt collection agency who will recover the monies on behalf of the University.

5. Obligation of the Student

The Student agrees to abide by and adhere to the following obligations:

Inventory

5.1	to check, on arrival, the fixtures, fittings and furniture provided and the general standard of maintenance;
5.2	to complete the inventory provided and return it to the Accommodation Office within 48 hours of arrival at the Room and immediately report any apparent defects or missing items at www.hope.ac.uk/estates and follow the link for the online work request form.
5.3	failure to comply with 5.2 is deemed confirmation that there are no apparent maintenance and / or inventory issues.

Occupation

5.4	the Student must notify the University as soon as possible of any relevant criminal convictions or proceedings in line with the Criminal Convictions Policy for professional courses (www.hope.ac.uk/media/gateway/studentgateway/supportandwellbeing/studentadministrationdocuments/CriminalConvictions_v9.pdf) and the Criminal Convictions Policy for non-professional courses (https://www.hope.ac.uk/media/aboutus/governancedocuments/CriminalConvictionsPolicy(nonprofessionalcourses).pdf). Should the Student fail to notify the University of such proceedings and / or convictions, the University reserves the right to terminate the Accommodation Licence in line with Clause 10;
5.5	the Student is obliged to immediately inform the University of any information relevant to their course of study,
5.6	to occupy the Room during the Period of Residence and to vacate the Room at the end of that period unless an alternative arrangement has been agreed in writing with the University;
5.7	not to use the Room as anything other than residential accommodation;
5.8	not to change, share, loan, exchange or part with the occupation of the Room or to pass the keys or swipe cards or give the door access codes to any other person, or to attempt to sub-licence any part of the Room to a third party;
5.9	at the reasonable request of the University, to move to an alternative Room provided by the University, whether on a temporary or permanent basis, to permit essential repairs, maintenance, redecoration, if staffing or under occupancy is affecting efficient running for the University, for health and safety reasons or for any other reasonable reasons as determined by the University

Health and Safety and Wellbeing

5.10	In certain cases where a Student becomes ill, they are requested to inform the University especially if it is an illness that may be contagious or notifiable (e.g. Covid -19, scabies/ shingles/ Norovirus/measles/mumps/meningitis/tuberculosis/viral hepatitis etc.)
5.11	In serious cases, it may be necessary for the Student to vacate Halls of residence until any risk has subsided.
5.12	In cases of other infectious diseases, the Student must follow the relevant NHS guidance to minimise the spread of the infection to others.

Fire Safety

5.13	to complete the University's mandatory fire safety before moving into the accommodation
5.14	not in any way to misuse a fire alarm or fire safety appliance. Misuse of fire alarms and firefighting equipment is a criminal offence and the University reserves the right to seek investigation and subsequent prosecution;
5.15	not to cover or inhibit the effectiveness of smoke or heat detectors or lights in the Room (or Common Parts); any breach of this term will be considered as serious misconduct.
5.16	not to use any form of aerosol spray excessively, such as deodorant sprays, which could activate the fire alarm system;
5.17	not to use candles, joss sticks, night lights, aromatic oil plugins and/or wax burners or any other naked flame;
5.18	to keep kitchen doors closed at all times – leaving the door open while cooking will activate the smoke alarm;
5.19	to use the kitchens sensibly and safely and NOT to cook with deep oil, for example, chip pans;
5.20	not to leave the kitchen unattended when cooking appliances, including the oven, grill, hob, microwave, kettle or toaster, are switched on;
5.21	to thoroughly clean electrical appliances such as toasters, grill pans and microwave ovens after each use; the build-up of fat and crumbs can cause a fire;
5.22	to respond to fire alarms by following the evacuation procedure as indicated on the Fire Notices displayed in the Room and Common Parts; disciplinary action will be taken against Students who do not respond appropriately to fire alarms;
5.23	not to use any type of electrical appliance other than hair stylers, hair dryers, electric shavers, mobile phone chargers, games consoles, TV or computer equipment in the Room or Common Parts and to make sure that all of these items meet British standards and carry the CE mark ("authorised Electrical Appliances"). Items including but not limited to fridges, heaters, kettles, microwave ovens, slow cookers, rice cookers ARE NOT ALLOWED; any unauthorised appliances found in the Room or Common Parts will be confiscated, stored and returned to the Student at the termination or expiry of the Accommodation licence, unless collected earlier and removed from University premises by the Student;
5.24	not to use fairy lights and/or LED lights in the room or common parts of the halls of residence
5.25	to become familiar with and observe fire, health and safety advice provided by or on behalf of the University at all times and ensure that no heaters or cooking appliances are used other than those provided by the University;

5.26	to ensure that any Authorised Electrical Appliances are either brand new (evidence of proof of purchase required) or have a portable appliance test certificate issued by a qualified electrician. Appliances found, following inspection by the University and or any accommodation staff presumed to be over twelve months old and untested, or any article which constitutes a fire or health and safety risk will be confiscated and returned to the Student at the termination or expiry of the Accommodation Licence, unless collected earlier and removed from University premises by the Student.
5.27	unauthorised appliances not collected by the Student in a timely manner will be disposed of at the discretion of the University without recompense to the Student;

Care and Use of Premises

5.28	not to bring into the Room or Common Parts or allow visitors to bring into the Room or Common Parts any illegal substances or any legal substance having the same effect as an illegal substance, including but not limited to legal highs, psychoactive substances and nitrous oxide;
5.29	not to smoke any type of tobacco, e-cigarettes/vaping device or allow guests and visitors to smoke in the Room (i.e. rooms), the hallways, Common Parts or any indoor areas of the University. Designated smoking area located around the outside of the campus buildings;
5.30	to ensure that any noxious smells do not permeate the Room or Common Parts;
5.31	to report the loss of keys or access cards to Rooms at Hope Park or the Creative Campus to the Accommodation Office, or for Rooms at Aigburth Park to the Reception Office at Aigburth Park; a charge will be payable by the Student for replacement keys and cards;
5.32	to treat the Room and the Common Parts with due care and attention and to keep them in a clean and tidy condition, free from obstructions at all times and not cause damage to the Room or the Common Parts or allow any visitor to do so;
5.33	to report any failure in services or defect to the Room or Common Parts to the Accommodation Office or Estates Office or in the case of an urgent matter outside officer hours, to the security staff at the campus where the Room is situated;
5.34	not to carry out any repairs or redecoration to the Room or Common Parts, or to interfere with any maintained fixtures, such as fires, boilers, fuse boards or switches located in University Rooms and Common Parts;
5.35	not to stick or pin anything on the doors, walls or windows of the Room or Common Parts – pin boards are provided in study rooms for this purpose;
5.36	not to use adhesive LED strip or push lights, these cause damage to the paint/walls when removed

5.37	not to exceed the maximum electrical capacity of the Room, which is 2000 watts;
5.38	to keep kitchen areas clean and to remove rubbish from kitchens in the Room on a daily basis – disciplinary action will be taken and cleaning charges made if a kitchen is found to be a health risk or in an unsatisfactory condition;
5.39	to wash and remove dishes and cooking utensils from the sink and worktops IMMEDIATELY after use - Unwashed dishes will be removed and disposed of after 48 hours;
5.40	not to bring into the Room or Common Parts or allow visitors to bring into the Room or Common Parts any replica or real weapons, firearms or ammunition of any description;
5.41	not to dry clothing in the Common Parts or to hang washing out of the windows;
5.42	not to keep or bring any animals or pets in the Halls;
5.43	Bicycles, e-bikes, and motorcycles are not permitted in rooms, hallways, or common areas and should be stored externally. The removal of e-bike battery packs for charging within accommodations or university buildings is strictly prohibited; charging should only occur at designated charging stations. Additionally, e-scooters are not allowed on any university campuses, including their storage in rooms or common areas within halls or residences.
5.44	to purchase a television licence for any televisions used in the Halls, unless it is a television provided by the University.

Access to the Room

5.45	to allow the University via its staff or agents access to the Room or Common Parts at any time without notice in an emergency, such as real or suspected fire, leaking pipes, structural danger or where the wellbeing of a Student or visitor may be at risk;
5.46	to allow the University via its staff or agents access to the Room, subject to 7 days' notice, for the purpose of inspection, cleaning, checking occupation, carrying out planned maintenance, unless the Student has reported a maintenance issue, in which case the repair will be carried out in accordance with the Estates Service Level Agreement (https://www.hope.ac.uk/media/gateway/staffgateway/estatesdocuments/SMS 7 Maintenance SLA.pdf);
5.47	to allow the University via its staff or agents access to the Common Parts at any time;
5.48	to allow Domestic Services, Accommodation or Security access to the Room without notice to check on the condition of the room where there is a reasonably held belief of a significant concern regarding the Room or its occupant;
5.49	to allow staff access to Halls without notice for the purpose of showing potential residents a vacant room;

5.50	in all the above circumstances, Students must maintain a safe environment for the University's employees or contractors who may have to enter the Room or Common Parts, e.g. ensuring that electrical cables and personal belongings do not cause a trip hazard, obstruction or risk of injury;
5.51	to allow the University to relocate students in to any vacant room when reasonably required

Personal Safety

5.52	contact the Security Lodge in an emergency 24 hours a day to ensure access is granted to emergency service vehicles without delay - 0151 291 3520/3800 for Hope Park, 0151 291 3939/3700 for the Creative Campus and 0151 291 3095 for Aigburth Park;
5.53	to observe due caution with regard to the security of the Room and Common Parts, ensuring that doors and windows are kept locked when unoccupied (even when visiting the kitchen or shower) and that doors are not propped open or obstructed;
5.54	to report immediately to the Estates Office (or out of office hours to Security staff or a responsible person) any defect or problem which may compromise the health, safety or security of the University community or its visitors;
5.55	to notify the Wellbeing Assistant of any planned absences of one week or more.

Consideration for Others

5.56	to be considerate of others at all times by not causing a nuisance or disturbance in any way to other students, neighbours, staff or visitors to the University
5.57	not to play music or make noise which can be heard outside the Room, especially between the hours of 11.00pm and 7.30am;
5.58	to play musical instruments only in the practice rooms provided for that purpose;
5.59	not to hold any social gathering at the Room or Common Parts without the advance permission of the Wellbeing Assistant

Guests

5.60	to sign in all Guests at all times (day or night) at the relevant Security Lodge at Hope Park or the Creative Campus, or the Reception Office at Aigburth Park - non-residents found in Halls who are not signed into the visitor log book and are de facto trespassing, will be asked to leave and the host Student may be subject to disciplinary action;
5.61	to ensure that Guests do not enter the Room or Common Parts before 8.00am and leave by 11.00pm;

5.62	not to have any overnight Guests in the Room - a temporary room may be booked for Guests via the Accommodation Office, subject to 72-hour notice, availability and advance payment of the nightly charge;
5.63	to supervise Guests at all times and not to allow them to enter any Room other than that of the Student - guests can only enter other rooms/Halls by invitation and must be accompanied by the Student;
5.64	not to leave Guests alone in Halls;
5.65	to inform guests of their responsibilities under this Accommodation Licence including fire safety, health and safety and consideration of others;
5.66	to take responsibility for the behaviour of Guests during their visit – the Student will be subject to disciplinary action if their Guest breaks any rules set out in the Accommodation Licence;

Disciplinary Procedures

5.67	to comply with the disciplinary procedures set out in the Student Code of Conduct and the overall authority of the Director of Student Life, Residential life Coordinator, Wellbeing Assistants, Security Staff, the Proctor and the Deputy-Vice Chancellor and Provost or his/her nominee;
5.68	Students who have been subject to disciplinary action will usually be disqualified from applying for Halls in the following academic year.

If any obligation under this clause 5 is breached disciplinary action may be taken.

6. Prior to the End of Period of Residence

The Student agrees to allow the University to inspect the Room and Common Parts for damage prior to the end of the Period of Residence or earlier termination.

7. End of Period of Residence

At the end of the Period of Residence the Student agrees:

7.1	to return the Room back to the University in a condition suitable for re occupation;
7.2	to remove all personal belongings, food and rubbish from the Room and Common Parts and leave all areas including Common Parts in a clean and tidy condition;
7.3	to remove all possessions from the Room - any possessions left after the end of the Period of Residence will be deemed to have been abandoned and may be disposed of at the discretion of the University without recompense to the Student;
7.4	for those students whose course continues after the end of the Licence, to move to alternative Room as specified by the University, until the end of the course, if requested by the University;
7.5	to immediately return the keys to the Room -keys should be handed in to the Accommodation Office, or the Security Lodges at Hope Park, the Creative Campus and Aigburth Park;
7.6	to pay for any loss of keys, removal of rubbish, cleaning or damage to the fittings and fixtures or fabric of the Room or Common Parts caused by the Student or Guest(s).

8. Damage to Room

8.1	If damage is caused to the Room or the Common Parts by the Student/or Guests in breach of clause 5, including, but not limited to, damage to furniture, fixtures, fittings, carpets, decorations or fire equipment, then the cost of remedying the breach will be passed on to the Student.
8.2	Where damage or loss occurs to University property at the Room or Common Parts and it is not possible for the University, after making reasonable enquires, to ascertain who is at fault, the Students within the flat/cluster will be held jointly and severally liable for that damage or loss. Each student within the flat/cluster will be expected to pay a fair and reasonable proportion, as may be reasonably determined by the University, of the costs of repairing the damage or reinstating the loss.
8.3	The Student may be advised of a recharge for damage arising out of a breach of this Licence Agreement immediately after the damage has occurred or at the end of the Period of Residence. An invoice will be sent to the Students home address and the Student will be required to pay the same within 14 days of receipt.

8.4	Failure to recover the cost of the damage caused by the Student and/or its guests or under clause 8.2 will result in the cost being added to the student's University account and pursued through the credit control team.
8.5	If any charge for Damage is not paid by the Student within the time specified by the University to the Student, the account will be passed to a commercial debt collection agency who will recover the monies on behalf of the University.

9. Termination of this Licence by the Student

9.1	If the Student wishes to terminate this Licence before the end of the Period of Residence the Student is required to complete a Termination Application form and submit it to the Accommodation Office together with any supporting evidence necessary to prove claims made in the application. Information on the termination policy and an application form can be found here www.hope.ac.uk/halls/uukcodeofpracticeandaccommodationpolicies/
9.2	The decision as to whether to allow the Student to terminate this Licence shall be made by the Director of Student Life or his/her nominee at his/her absolute discretion and only in extraordinary circumstances in accordance with the University's Termination Policy. If the University decides to allow the Student to terminate then the provisions of the Termination Policy will apply. If the University decides not to allow early termination, then the Student will remain liable for the full Accommodation Charge.
9.3	If any charge / Accommodation Fee under this clause 9 is not paid by the Student within the time specified by the University to the Student, the account will be passed to a commercial debt collection agency who will recover the monies on behalf of the University. Where necessary court proceedings may be issued to recover the debt.

10. Termination of this Licence by the University

The University may terminate this Licence at any time by serving written notice on the Student if:

10.1	the Student fails to make any payment that is due and payment is overdue by 30 days or more;
10.2	the Student is in breach of the Accommodation Licence or has committed a serious or persistent disciplinary offence
10.3	the Student is excluded from Halls due to a breach of the Student Code of Conduct;
10.4	the Student does not have status as a full-time registered Student (studying 120 credits or more in one year) of the University for any reason whatsoever;

10.5	in the reasonable opinion of the University the health or behaviour of the Student constitutes a serious risk to him/herself or others, or the University, or other people's property;
10.6	in the opinion of the University's Fitness to Study/Practise Panel, the Student is having a serious impact on other students, or is placing excessive, inappropriate or unsustainable demands on staff, other students, or the wider university;
10.7	the Room (or access to it) is damaged to the extent that it is not fit for habitation.

11. Calculation of the Accommodation Charge after termination

11.1	If the student is successful in their application for early termination of the Licence under Section 9 above, the Student will have to pay the Early Termination Fee.
11.2	If the student is unsuccessful in their application for early termination of the Licence under Section 9 above, the full Accommodation Charge will remain payable, even if the keys are handed in and the Room is returned to the University
11.3	If this Licence is terminated by the University under Section 10 above, the Student will have to pay the Early Termination Fee, and the remaining Accommodation Charge up to the end of the Period of Residence - any deviation from this clause 12.3 is at the University's absolute discretion and depending on the circumstances of the termination;
11.4	The Early Termination Fee or any other charge will not be payable if the Room is licensed by the University (at its discretion) to a Student (who is not already residing at Halls and wanting to relocate) for the remaining Period of Residence.

12. General

12.1	The Student agrees to abide by the Car Parking Policy found at Liverpool Hope University (www.hope.ac.uk/gateway/carparkingathope/).
12.2	The rights and obligations under the Accommodation Licence are personal to the University and the Student and are not intended to confer rights or benefits upon any successor in title or third party under the Licence (Rights of Third Parties) Act 1999 other than the University as appropriate to the Hall in question.
12.3	It is a condition of this Licence that at the end of the Period of Residence (or earlier termination) the Student shall leave the Room and hand keys back to the University with vacant possession and further will meet any or all reasonable expenses of the University in the event of non-compliance by the Student of this condition, including legal expenses.

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