Our tenancy agreement

We will:

1. Provide a clean room at the start of your tenancy contract period.

2. Provide you with information on the best use of heating and lighting in your accommodation.

3. Provide opportunities for tenants to voice concerns about any inappropriate behaviour of other residents, to either site staff, or agency to deal with the problem.

4. Provide advice and further contacts through the University Student Support Network, to address any issues that may be beyond either our experience or capability to deal with effectively.

Priority One (Emergency) – Any issue considered as a risk to the safety of occupants and/or serious damage to the building.

These issues will be responded to that day and made safe within 24 hours.

Priority Two (Urgent) – Any issue that affects the comfort or convenience of the occupants. These issues will be completed within 2 working days.

Priority Three (Non-urgent) – Any issue not falling within previous categories. These issues will be completed within 5 working days.

5. Ensure that all contracts are identifiable by competitive clothing and J.D. badges, and are required to follow agreed entry procedures for residential accommodation, and any professional and courteous staff who are in the accommodation.

6. Ensure that all contracts are required to complete the work in a good and standard, and leave your accommodation in both a safe and clean condition. Tenants are encouraged to report any subsequent or outstanding issues to their site staff.

7. Supply access to washing machines.

8. Require all resident students to take responsibility for the security and health & safety of both themselves and others, in the way that they conduct themselves, whilst in University accommodation. We would also stress that you must report the loss of any key, door card or fob immediately, so that staff may take the appropriate actions to safeguard you and your fellow tenants.

9. N.B. It is your own responsibility to ensure security.

It is important that you report all criminal matters quickly, so that University Security and West Yorkshire Police can take the appropriate, timely action.

Support for residents

We will:

1. Provide all resident students with a Warden, who is responsible for both welfare and discipline in University accommodation.

2. Supply you with security guidance that you should read carefully and comply with, so that you can assist us in reducing the risk of crime.

3. Provide advice for residents to understand their rights and respect towards University staff, contractors, and local residents.

4. Supply access to washing machines.

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