

QUEEN'S UNIVERSITY BELFAST

Student Plus
Queen's Accommodation

Accommodation Policy and Procedure for servicing of bedrooms following the departure of residents

1. INTRODUCTION

Queen's Accommodation manage 3,484 bed spaces in rooms across various locations.

Queen's Accommodation recognise that residential students treat their rooms as their home, the majority staying for 38 weeks per annum. Over this period, the amount of personal belongings accumulated may be significant. Additionally, at the expiration of the residential period, many students leave unwanted items in their rooms, which therefore must be disposed of by the Residential Life team.

Often students vacate their rooms before their scheduled checkout date, and in some cases they do not inform Reception that they have left.

2. POLICY

This Policy is applicable to all buildings and workplaces within direct control of Queen's Accommodation and has been created to mitigate against the following-

- Disposal of personal belongings that should be returned to the student
- Distress caused to student customers and
- Eliminate replacement and compensation costs

3. PROCEDURE

The following procedure has been developed to ensure that, following the departure of students from their accommodation, any belongings left behind in their bedrooms are not incorrectly disposed of.

- All staff members who find belongings in a bedroom are to inform the Housekeeping Supervisors, and following the alert, a Supervisor will attend the room. The Supervisor will decide if the items are to be disposed of or packed and labelled with the block/house and room number and brought to the Treehouse reception. Particular care will be taken where belongings are of a personal sensitive nature, for example religious artefacts or equipment related to disabilities.

- A Supervisor will always have the option to check with reception staff that the student has checked out; or discuss the situation with their line manager.
- Any money found must be taken to the Treehouse office.
- The Treehouse staff will contact the student to let them know what has been removed from their room.

Should a student contact any of the Receptions in Elms BT1, Elms BT2, Elms BT9 or the Treehouse in relation to their property, staff are required to inform the relevant team in the appropriate site. The relevant Reception team will then communicate with the student.

Records of key fob access and the issue of manual keys to bedrooms is recorded and retained. At no point should any items be removed from the accommodation sites or taken home.

4. SECTION 75

This policy has been screened out with mitigation as per the Equality Commission's guidance on screening with no adverse impact with regard to equality of opportunity and/or good relations for people within the equality and good relations categories.