

Swansea University Residential Services Policy: The Student Accommodation Code

1. Purpose of the Policy

This policy outlines Swansea University Residential Services' commitment to providing high-quality student accommodation that meets the standards set by the Student Accommodation Code. It ensures that all students living in university accommodation have a safe, comfortable, and supportive environment. The policy establishes clear expectations regarding accommodation management, complaint resolution, privacy protection, and student engagement.

Where you live plays a significant role in your university experience. That is why Swansea University's Residential Services ensures that all our accommodation is aligned with the Student Accommodation Code.

This policy is reviewed annually in line with the UUK Code of Practice to ensure continued compliance with sector best practices and evolving student needs.

2. The Student Accommodation Code

Swansea University Residential Services is committed to ensuring that all student accommodation aligns with the Student Accommodation Code, guaranteeing students' rights to:

- A healthy, safe environment
- Timely repairs and maintenance
- A clean, pleasant living environment
- A formal, contractual relationship with your landlord
- Access to health and wellbeing services
- A living environment free from anti-social behaviour

We are dedicated to making your time in university accommodation enjoyable and comfortable. To find out more or to see whether a specific residence is signed up, visit The Code's website.

3. Annual Halls Survey

Participation and Purpose

Swansea University aims to continuously enhance the student accommodation experience. The Annual Halls Survey is an essential tool for gathering student feedback, helping to identify strengths and areas for improvement.

Survey Details

- The survey is open from **1st April to 30th June** each year.
- It takes only a few minutes to complete.
- Prizes will be announced for submitting.

4. Comments, Compliments, and Complaints

Our Commitment

Swansea University is dedicated to providing a positive living experience. Feedback is essential in maintaining and improving services. Complaints will be addressed promptly and fairly.

We commit to:

- Listening carefully to all feedback.
- Addressing complaints promptly and professionally.
- Providing explanations or apologies where necessary.
- Keeping students updated on complaint progress.
- Maintaining transparency throughout the resolution process.

How to Make a Complaint

- **Informal Resolution:** Most complaints can be resolved by speaking directly with the relevant staff member or team.
- **Hall-Related Issues:** Complaints regarding cleaning, maintenance, or other hall matters should be directed to the respective **Reception**.
- **Room Allocation Concerns:** Students should contact **Residential Services via email at accommodation@swansea.ac.uk**.
- **Formal Complaints:** Further details on submitting a formal complaint can be found in the [Accommodation Complaint Procedure](#).
- **Independent Review:** If a complaint remains unresolved after following the university's complaint procedure, students may seek further assistance from the **Office of the Independent Adjudicator for Higher Education**.

If you have concerns regarding room allocation, contact Residential Services via email:
accommodation@swansea.ac.uk

Further Advice You may seek further support and representation from the Swansea University Students' Union, which is available to assist with accommodation-related matters.

We are fully committed to upholding the Student Accommodation Code of Practice. If you are not satisfied with the outcome of your complaint after following the university's complaint procedure, we recommend reaching out to the [Office of the Independent Adjudicator for Higher Education](#) for an independent review.

5. Privacy Policy

This policy explains how Swansea University Residential Services collects, stores, and uses your personal data in line with the Data Protection Act 2018, GDPR, and the University's Data Protection Policy.

We collect and process a variety of personal data, including contact details, medical information, accommodation records, and financial data. We take your privacy seriously and ensure all data is held securely and only used for purposes related to your accommodation. We will share your data with third-party partners such as UPP, True through the accommodation management, as well as other partners for essential services like accommodation booking, maintenance.

6. Student Resident Engagement Strategy

At Swansea University, your safety and well-being are our top priorities. We are committed to keeping you informed about building safety, maintenance, and other essential matters affecting your living environment.

Our student engagement strategy focuses on regular Students' Union and Estates/ Residence meetings to create an inclusive campus environment. By giving students opportunities to share feedback, participate in discussions, and influence decisions, we aim to help them take an active role in shaping their university experience. The Students' Union will encourage students to connect and get involved in various activities. This strategy will build a stronger community, improve student satisfaction, and promote a more connected, engaged student body.

Our Resident Engagement Strategy focuses on:

1. **Engagement:** We engage with you through various channels such as email, our website, noticeboards, and face-to-face communications.
2. **Information:** We provide clear and timely information about safety and maintenance work that may impact you.
3. **Empowerment:** We ensure that you have access to all the information needed to keep yourself safe in halls and provide multiple ways to raise concerns.
4. **Your feedback is crucial,** and we encourage you to participate in our Annual Hall Survey to help us improve the accommodation experience for all students.

Safety and Communication

We prioritise your safety and are committed to engaging you in discussions about any safety-related concerns. You must complete the Pre-Arrival Induction that provides all the necessary information relating to safety and

From fire safety checks to structural assessments, we will keep you updated. In the event of any necessary repairs or disruptions, we will ensure you are well-informed.