

## Non- Clinical Policy for Accommodation Overarching Policy

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<b>Document Author:</b>	Jackie Ellis		
<b>Document Owner:</b>	Accommodation Assistant Manager /Overseas Administrator		
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### Distribution Control

Printed copies of this document should be considered out of date. The most up to date version is available from the Trust Intranet.

## **Non- Clinical Policy for Accommodation Overarching Policy**

### **Consultation**

The following were consulted during the development of this document:

- Accommodation Manager – Manager of NNUHFT Residencies
- Assistant Accommodation Manager – Assistant to Manager of NNUHT Residencies
- Finance Officer – responsible for financial procedures between residents and NNUHT Residencies
- Maintenance Supervisor – responsible for the maintenance of the accommodation buildings
- Housekeeping Supervisor – to maintain a high level of cleanliness throughout the accommodation buildings

### **Monitoring and Review of Procedural Document**

The document owner is responsible for monitoring and reviewing the effectiveness of this Procedural Document. This review is continuous however as a minimum will be achieved at the point this procedural document requires a review e.g., changes in legislation, findings from incidents or document expiry.

### **Relationship of this document to other procedural documents**

This document is a non-clinical policy applicable to the NNUHFT.

## Non- Clinical Policy for Accommodation Overarching Policy

### Contents Page

Introduction .....	5
Rationale .....	5
Objective .....	5
Scope .....	6
Glossary .....	6
Responsibilities .....	6
Deputy Director of Estates and Facilities - Capital Projects .....	6
Accommodation Manager.....	6
Finance Officer (Payroll, Debtors & Management Accounts).....	7
Maintenance Supervisor.....	7
Responsible Person for – Risk Assessments.....	8
Main Reception – duty staff.....	8
Duty Site Manager – On Call Duty.....	8
Housekeeping.....	8
Housekeeping Supervisor.....	8
Housekeepers.....	8
Processes to be followed .....	9
Finance.....	9
Current Tenant Arrears.....	9
Former Tenant Arrears.....	10
Payment Processes to be followed.....	10
Maintenance Reporting System .....	11
Process for Day-to-Day Responsive Maintenance .....	11
Pre-Planned Maintenance.....	11
Priority Responses.....	12
Emergencies.....	13
Emergency Repairs.....	13
Urgent Repairs.....	13
Process of Allocation of Accommodation.....	13
Issue of keys to new arrivals.....	14
On-Calls.....	15
Emergency / spare keys.....	15
Accommodation Charges.....	15
Recovery of Charges.....	15
Rent Reviews.....	15
3.3.6 Eviction Notice Procedure.....	15

## **Non- Clinical Policy for Accommodation Overarching Policy**

3.3.8 Archiving and Storage of Documents.....	16
3.3.9 Tenants Handbook.....	16
Training & Competencies .....	17
Related Documents .....	17
Monitoring Compliance .....	18
Appendices.....	19
Appendix 1: Detail of Types of Accommodation.....	19
Appendix 2: Forms of Agreement.....	21
Equality Impact Assessment (EIA) .....	32

# **Non- Clinical Policy for Accommodation Overarching Policy**

## **Introduction**

### **Rationale**

The Norfolk and Norwich University Hospital NHS Foundation Trust has provided onsite accommodation for staff since March 2003. Initially the hospital worked in partnership with Swan Housing then Homewood Housing Association. In August 2010 the Trust took over the running of the accommodation site providing rooms to all staff, training research scientists and medical professionals.

There are 3 accommodation blocks referred to as – Eade, Bulman and McKee. These consist of 144 double rooms, 24 kitchens/communal areas, plus the accommodation office.

All rooms are double en-suite which are offered on either a single or double occupancy rate. Accommodation description as below:

Staff groups supporting the operational running of the accommodation consist of – Administration staff, Housekeepers and Maintenance Team.

In March 2020 all areas - administration, finance, maintenance and housekeeping of the NNUHFT Residences were audited. One of the outcomes from the audit was to produce an Overarching Policy to cover all operational areas. To ensure that this document remains relevant and compliant it will be monitored and reviewed annually.

### **Objective**

To provide a framework of clear policies and procedures for staff to follow which allows them to carry out their duties in a safe working environment. To ensure we provide affordable accommodation for all residents in a clean and safe environment.

Accommodation will be provided for all staff and other keyworkers at the Norfolk and Norwich University Hospital where residential accommodation forms part of their terms and conditions.

Short term accommodation – all stays up to 28 nights.  
Long term stays – all stays over 28 nights.

All accommodation will be subject to a Tenancy Agreement, Licence or Guest Agreement. Residents should continue to look to the local housing market for their long-term accommodation.

Occupancy levels will be monitored to avoid under occupancy.

Charges for accommodation will be competitive against local property rental market and reflect the type of accommodation provided.

The Trust will always seek to achieve a more favourable position by co-operating with outside agencies, developers and associations when reviewing the provision and management of new or existing residential accommodation.

## Non- Clinical Policy for Accommodation Overarching Policy

The Trust will endeavour to provide accommodation for key workers whose employment at the Trust would be jeopardised by the lack of suitable accommodation elsewhere.

### Scope

The Overarching Policy applies to all staff working at the accommodation site and tenants residing in the accommodation.

### Glossary

The following terms and abbreviations have been used within this document:

Term	Definition
Residencies	Accommodation blocks
Residents/tenants	NNUHT staff who reside in the accommodation
NNUHFT	Norfolk and Norwich University Hospitals NHS Foundation Trust

### Responsibilities

#### Deputy Director of Estates and Facilities - Capital Projects

- Overall responsibility and accountability for the standards of residential accommodation services provided by the Trust.
- The delegation of managerial and supervisory duties in all aspects of residential accommodation as indicated in the positions that follow.

#### Accommodation Manager

- Setting the strategic plan for residential accommodation and liaising with Directors for determining their Directorate's needs.
- Setting the long-term financial plan for accommodation.
- Analysing the full cost of providing residential staff accommodation with due reference to income and expenditure.
- Setting the targets for voids in accommodation based on long term supply and demand.
- Setting the Open Market Valuation rents for residential units.
- The disposal of any surplus residential accommodation.
- Monitoring the utilisation performance of accommodation against set targets.
- Co-operating with agencies, developers and associations in the provision and maintenance of existing or new residential accommodation and the possible transfer of risk to the private sector.
- Establishing a service and maintenance plan for residential accommodation.
- Setting the policy for who can be accommodated and any service charges that will be applied.
- Liaising with other senior managers in the Facilities Directorate and the Trust

## **Non- Clinical Policy for Accommodation Overarching Policy**

for the acceptable quality of residential accommodation and the service provision.

- The general supervision of residential accommodation activities. Ensuring residents are provided with a comfortable and secure living environment.
- Inventory administration.
- Monitoring and maintaining all records relevant to residents and staff.
- The supervision of accommodation staff, ensure all staff are fully compliant with mandatory training. In addition, where required staffs have the appropriate training to carry out tasks required of their role.
- Liaising with other departments and Trusts regarding residents, accommodation and charges.
- Work in conjunction with other Facilities officers to:-
  - Allocate accommodation to relevant and suitable applicants.
  - Issue agreements and licences and Tenants Charter
  - Administrate accommodation charges.
  - Frequently review allocated accommodation with due reference to current requirements and revised conditions of occupancy and charges.
  - Ensuring that all Maintenance Requests are achieved within the agreed timescale and reporting where these are not achieved.
- Liaising with Human Resources for all accommodation requests and establishing suitability and needs of applicants.
- Liaising with Facility leads Finance and staff to agree acceptable standards of accommodation and services.

### **Finance Officer (Payroll, Debtors & Management Accounts)**

- Accommodation Finance Officer to Liaise with the NNUHFT Finance for the provision of accounting requirements in order that income and expenditure can be monitored accurately.

### **Maintenance Supervisor**

- Responsible for the efficient running of the Accommodation site, to meet the needs of the tenants and guests.
- The delegation of maintenance staff duties allocated in all aspects of residential accommodation maintenance.
- Carry out 3 monthly inspections to assess wear and tear to all rooms of the accommodation blocks.
- Responsible for the general care and maintenance of the accommodation buildings and site, to log all requests for repairs according to importance with regard to the Health & Safety risk posed.
- Ensuring standards of maintenance are upheld, budgets are controlled, and any problems are rectified in accordance with set time scale detailed.

## **Non- Clinical Policy for Accommodation Overarching Policy**

### **Responsible Person for – Risk Assessments**

- The Health and Safety Executive (HSE) currently state that specific training or qualifications are not essential to carry out a risk assessment. However, they do state that as an employer you must appoint someone who is competent, with the necessary skills, knowledge and experience to manage health and safety in your organisation.
- A competent person is someone who has sufficient training and experience or knowledge and other qualities that allow them to assist you properly. The level of competence required will depend on the complexity of the situation and the help you need.
- The Responsible Person for risk assessment's role is to maintain all relevant risk assessments relating to Maintenance and Housekeeping. The departments staff structure details all relevant roles and responsibilities
- Risk Assessments are carried out for service areas which can include some of the following – legionella, fire risk, fire doors, to small everyday incidents, which could involve hand tools (power tools), or to more chemical occurrences, these would require risk assessments.

### **Main Reception – duty staff**

- Reception staff will be responsible for the issue of accommodation unit keys to new arrivals.
- Responsible for all reception duties – meet and greet residents, field all calls to the Accommodation Office, respond to all email enquires as appropriate.

### **Duty Site Manager – On Call Duty**

- The Duty Site Manager will be responsible for the issue of spare or emergency keys outside of the normal working hours of the Accommodation Office. Any maintenance emergencies or fire alarm activation.

### **Housekeeping**

#### **Housekeeping Supervisor**

Housekeeping Supervisor is responsible for daily allocation of work for the NNUH Residences team of housekeepers to ensure the appropriate level of cleanliness is maintained. The Supervisors should ensure the team are informed all updates regarding the use of chemicals with the relevant training and guidance. The Supervisor will also ensure there is always sufficient stock of all housekeeping related items (that includes chemicals, bedding, consumables, all related to housekeeping products and inventory).

#### **Housekeepers**

Housekeepers are responsible for the day-to-day housekeeping operations of residential accommodation. Providing the following cleaning services:

- Service cleans – weekly service clean of their room either
- Weekly linen change



## **Non- Clinical Policy for Accommodation Overarching Policy**

- On-call room cleans – cleaning and preparation of rooms for short term stays
- Long term room cleans – deep cleaning of stays over 28 days

Housekeepers are issued with a daily cleaning rota which details their allocation of tasks as below:

- Cleaning communal areas within the flats – maintaining cleanliness in the shared areas inside the flats (that includes communal kitchen, toilet and hallways).
- Cleaning off site properties where some of the medical professionals are allocated.
- Effectively cleaning and disinfecting shared office and training premises to provide safe environment.
- Everyday laundry room duties: that includes iron press, operating washing machines and tumble dryers to make sure the sufficient stock of linen is available (while following daily rota and health and safety guidance).

Housekeepers are responsible for the cleanliness and maintenance of their provided equipment, trolleys, and caddies.

### **Processes to be followed**

Processes to be followed by the three main areas of responsibilities of the NNUHFT Residencies.

### **Finance**

#### **Current Tenant Arrears**

Direct payment rent arrears are those that arise from tenants who pay their rent directly by either cash or debit/credit card, and who pay too little or nothing. The following procedures must be adhered to:

- Arrears report generated on the 7<sup>th</sup> of each month.
- Arrears Letter 1 to be sent by email and letter to all tenants whose rent accounts have gone into arrears.
- 14<sup>th</sup> of the month - Arrears letter 2 to be sent by email and letter to all tenants whose rent arrears have increased or remained static. £25 late payment charge added to accounts.
- 21<sup>st</sup> of the month - In the event of non-payment of arrears, and with no agreement to pay send Arrears Letter 3 by email and letter 7 days after Arrears Letter 2.

If payment has not been made within 2 working days of Arrears Letter 3 details must be sent to Finance Department to arrange for the debt to be sent to a Debt Collection Agency.

- It is in the Accommodation Office's best interest to establish an agreement as to how the tenant is to clear their debt. To guarantee that any such

## **Non- Clinical Policy for Accommodation Overarching Policy**

agreements ensures an accurate amounts are recovered over a realistic period of time.

### **Former Tenant Arrears**

All endeavours must be made to ensure tenants settle their rent accounts whilst in occupation.

- All accounts must be checked prior to vacating.
- Seek payment of all outstanding debt prior to tenant vacating.
- In the event that the tenant vacates leaving a debt an Arrears letter 3b must be sent to any forwarding address.
- If no payment is received within 7 days and no agreement has been reached then forward details on Invoicing Spreadsheet to Finance Department for the account to be forwarded to the Debt Collection Agency.
- Arrears Letter 1 – 7th month.
- Arrears letter 2 – 14th month.
- Arrears Letter 3 – 21st month.

### **Payment Processes to be followed**

Below details the financial procedures to be followed in ordered to correctly record all financial transactions between the NNUH Residences and tenants staying in the accommodation.

#### **Direct Payers Procedures:**

- On 1<sup>st</sup> of the month (or nearest working day) take rent payments by PDQ (Card Machine) from Tenants who have signed relevant authority.
- To find out how much rent is due go to Res Manager Dashboard- Resident List, Name, click on name, click on Resident Details, click on account and at bottom of page you will find the balance due.
- Go to Office Share, Finance File, Residents Card Payment Details, Open Spreadsheet of Card Payment Details for Tenants Card Details.
- Take relevant payment using Spreadsheet Details with the PDQ card machine.
- Fill in the details on Spreadsheet
- Write a receipt
- Put receipt n envelope to be delivered to Tenant
- Finally enter all Transactions taken to Office Share – Cash Sheets – NNUH Cash Sheet for relevant year – complete relevant information.

### **Refunds**

## **Non- Clinical Policy for Accommodation Overarching Policy**

- To find out how much rent is due back go to Res Manager Dashboard- Resident List, name, click on name, click on resident details, click on account and at bottom of page you will find the balance owed.
- Refund relevant payment using this information.
- Tenants' card details are required, record on the Cash sheet in red as a minus figure
- Write a receipt – hand to tenant or scan and email.

### **Tenants who call or come in to pay same procedure**

- To find out how much rent is due go to Res Manager Dashboard- Resident List, Name, click on name, click on Resident Details, click on account and at bottom of page you will find the balance due.
- Take relevant payment using these details.
- Write a receipt – hand to Tenant or deliver if payment made by phone call.
- Finally enter all Transactions taken to Office Share – Cash Sheets – NNUH Cash Sheet for relevant year – complete relevant information.

### **Cash Payments**

- Tenants paying rent by cash this must be counted and checked by a second office staff member
- Put in Office Safe
- Write a Receipt
- Enter onto Cash Sheet
- Cash in safe must be checked and banked weekly at the hospital Cash Office

### **Maintenance Reporting System**

The CAFM System - maintenance IT fault/issues reporting system which enables the Maintenance Team to maintain the Residences in good condition and to a safe and compliant standard.

### **Process for Day-to-Day Responsive Maintenance**

The CAFM system is a computerised maintenance management system which is used to record all accommodation maintenance faults/issues and allows for the distribution of works to Maintenance Team. All staff and residents are required to report maintenance issues.

### **Pre-Planned Maintenance**

The Shire system is used to record all Pre Planned Maintenance (PPM's) to ensure compliance with statutory regulations.

## **Non- Clinical Policy for Accommodation Overarching Policy**

List of all the Statutory PPM's that must be performed for the Residences remain compliant are as follows:

- Air Conditioner Unit Service every 6 months
- Mechanical and control Boiler service – annually
- Fire Alarm testing - Weekly
- Fire extinguishers and fire blanket - monthly
- Legionella Flushing - weekly
- Legionella temperature testing - monthly
- Changing of the drink machine filters every 6 months
- Emergency Light testing - monthly
- PAT Testing - annually
- Ladder checks every 3 months
- Maintenance of the thermal mixing valves - monthly
- 5yr Electrical testing
- Fire Door Inspections every 6 months
- Maintain the relevance of compliance inspections

The Shire System Administrator is responsible for the upkeep, data inputting, configuration and daily monitoring of Shire system.

- All faults/issues are recorded correctly and prioritised appropriately
- Inputting any new information
- Creating new accounts so that others have access to the shire for reporting or viewing the shire system.
- Training new users with the system
- Produce reports
- Adding stock for monitoring stock control and produce audit reports

The Maintenance Team carry out 4 monthly inspections to monitor “wear and tear” on accommodation properties. Pre void inspections are carried out by the Assistant Accommodation Manager.

### **Priority Responses**

- **Emergency:** These include all repairs endangering safety, health and security, or where there is an immediate risk to the structure of the building. For example, gas leaks, major electrical faults, water leaks and fire. This has to be done straight away to stop more issues/damage from happening
- **Standard.** These include failures or repairs which affect amenities that do not seriously affect occupation or operational effectiveness. For example, faulty toasters and dripping taps These will be done within 7 days of reporting

## Non- Clinical Policy for Accommodation Overarching Policy

- High Priority: These are jobs like the PPM's. These are jobs to be done to make sure that the site and residents are safe. You can add a tolerance of up to a week if needed (If you have a lack of staff to carry this out due to sickness etc). this just gives you a bit of leeway to get this done

### Emergencies

Electricity: If a residents have a total power failure they must, in the first instance, contact the Accommodation Office during office hours, or the "on call" emergency number 07810 793312, between the hours of 6.00pm and 7.30am.

Water: If resident has totally lost water supply or have a burst pipe they must follow the procedure as described under electricity failure above.

### Emergency Repairs

The Accommodation Office regards the following repairs as emergencies. The Accommodation Office will normally respond to the following within 4 hours and, in any event, within 24 hours. If emergency repairs are required out of office hours or at weekends residents must ring the emergency repair number. Emergency repairs are:

- An uncontrollable water leak.
- No lighting.
- Exposed electrical wiring likely to cause death or serious injury.
- Damage to a door or windows, at ground floor or basement level, which prevents an occupant from securing their property against unauthorised entry.

### Urgent Repairs

The following repairs are considered by the Accommodation Office to be urgent and must be responded to in the set times stated below:

Type of repair	Timescale
Lack of water (excluding mains water)	1 working day
Any emergency repair to prevent further damage	1 working day
Complete lack of W.C. facilities	1 working day
Blocked drains likely to cause flooding or further damage	1 working day
Major, but controllable plumbing leaks	1 working day
Making safe any faults in electrical systems	1 working day
Overcoming the worst effects of roof leaks and overflows	2 working days
Loose masonry, depending upon its position:	
- to remove a hazard risk to life or limb	1 working day
- for less serious problems	3 working days

This document outlines how emergencies and other repairs must be reported and the maximum time period within which we seek to carry out reported repairs.

### Process of Allocation of Accommodation

Accommodation will be provided for all entitled staff of the Norfolk and Norwich

## Non- Clinical Policy for Accommodation Overarching Policy

University Hospital.

On-Call rooms are available for staff that participate in an on-call rota and are required to reside at or near to the hospital.

Subject to the availability of accommodation, after the priority of the above paragraphs, accommodation will be offered to the following groups of applicants:

- Doctors carrying out rotational duties in the hospital and or Primary Care Trusts
- Locums - clinical, clinical-support and staff grades.
- Where the offer of accommodation is deemed vital to the retention or recruitment of staff whose employment with the Trust would be jeopardised by the lack of suitable local accommodation. Such accommodation would be offered on an assured shorthold tenancy agreement for a minimum period of six months; this is to give the members of staff time to arrange their own long-term accommodation.
- Clinical Attachments.
- Visiting medical, clinical and clinical-support students.
- People attending interviews for key posts where distance and timing would otherwise make attendance impossible.
- Visitors to departments where residence on site is crucial to the visit.
- Short term guests of residents.

All requests for accommodation are to be from Departmental Heads, written in advance of the arrival date. Each application form must be sign by the relative Head of Department. The accommodation application form can be found on [Trust Docs ID: 11310](#).

Authorised applications will then be forwarded to the Accommodation Officer for processing. Successful applicants will be issued with an email letter of confirmation in advance of their arrival. Upon arrival this letter must be produced in order to receive their accommodation unit keys and paperwork, Forms of Agreement (see Appendix 2).

### Issue of keys to new arrivals

Upon arrival at the hospital the residents need to:

- Collect keys at the accommodation office between 1pm and 3pm Monday - Friday or after 3.30pm and all weekend **from 3pm on your arrival date** at the West Inpatient Reception Desk located in the West Atrium of the Norfolk & Norwich University Hospital, in front of Chicory's restaurant.
- They are to identify themselves to the receptionist by means of a driving licence, credit card, bank card etc and to show their letter of offer of accommodation (if they have one).
- The envelope will contain the relevant set of keys for the accommodation

## **Non- Clinical Policy for Accommodation Overarching Policy**

unit and additional useful information for the resident.

- The resident must acknowledge receipt of the envelope and its contents by signing the Accommodation Key Register held by Main Reception.

### **On-Calls**

Keys for rooms are held after 3.30pm and all weekend from 3pm on your arrival date at the West Inpatient Reception Desk located in the West Atrium of the Norfolk & Norwich University Hospital, in front of Chicory's restaurant.

The receptionist/security ask the recipient's name, address, department and the reason for issue of the room keys. This information must be passed to the Accommodation Officer at the next available opportunity.

### **Emergency / spare keys**

The duty receptionist will complete the Accommodation Key Register, obtaining emergency key recipient's name, address, department and signature. The recipient's I.D badge will be checked and then a check will be made with the duty site manager for permission to issue the emergency key. Security will then be instructed to issue one key only. The emergency key is to be returned the next day or a charge will be incurred. All information will be passed to the Accommodation Officer at the next available opportunity.

### **Accommodation Charges**

#### **Recovery of Charges**

Each resident must sign an agreement (see section on Agreements & Licences – Appendix 2 for further details) and the relevant agreement will indicate how the charges are to be recovered by the Accommodation Office from the resident.

An Invoice will be raised and passed direct to the resident who will in turn pay directly to the Accommodation Office.

### **Rent Reviews**

Rent reviews will take place from the 1st August each year and will be uplifted in line with the comparable to the open market.

The application of any new rent or lodging charges will be communicated to residents giving one month's notice of the date of the increase (this does not apply to council tax charges, which will come into effect as of the 1st August each year).

#### **3.3.6 Eviction Notice Procedure**

Should there be a requirement for a tenant to be evicted from their accommodation we would follow the set guidelines set out by Gov.UK - Evicting tenants (England and Wales) Section 21 and Section 8 notices link – <https://www.gov.uk/evicting-tenants>

#### **3.3.7 IT Accommodation Booking System – ResManager**

To make all requested bookings the Accommodation Office staff use Resmanager a web-based IT booking system. Resmanager has a planner which enables us to view all current and pending booking plus availability. Accommodations Finance Officer

## **Non- Clinical Policy for Accommodation Overarching Policy**

uses Resmanager accounts system to ensure rental income is kept to a maximum, produce residents monthly rental statements and submit internal invoices to the Finance Department.

### **3.3.8 Archiving and Storage of Documents**

All former resident information is stored in a locked filing cabinet, filed under the following tabs – Residents left, cancelled bookings, On-call Lists, Tenancy Agreements and Receipt Books. All documentation regarding tenants who no longer stay at the residences is stored for 1 year, after this it is then sent to Archiving for storage.

### **3.3.9 Tenants Handbook**

All the flats are supplied with a Tenants Handbook, this is situated in all of the kitchen/communal areas for residents, containing the following information:

- Accommodation Office NNUH
- Accommodation Rules and Guidelines
- Repairs and Maintenance
- Urgent Repairs
- Other Repairs
- Lack of Hot Water
- Heating-Electric Wall Heaters
- General Advice
- Recycling
- Extra Services Available for Tenants
- House Cleaning Team
- The Wearing of Scrubs
- It Could Save You Money
- Energy Saving
- Rent Arrears
- Rent Payments
- EP Certs Dec 2019
- Fire Evacuation Notice
- Emergency Services and Security Information
- Customer Care Policy
- Four Monthly Room Inspection
- Site Plan
- Loss of Keys



## **Non- Clinical Policy for Accommodation Overarching Policy**

- No Smoking information
- Rules and Expectations for Accommodation

### **Training & Competencies**

The following training or competencies are required for Maintenance Staff to carry out the process detailed in section 3:

- WRAS approved – water regulation, once qualified these last 5 years
- Legionella – 2 years once qualified
- Working at heights – 3 years
- Electrical background 18<sup>th</sup> edition and have a minimum of a 2365 level 2/3 diploma in electrical installations
- Fire door - It is not a formal requirement for people who install fire doors to have any qualifications or accreditations
- Grounds – tickets for equipment
- COSHH / IOSH, The IOSH Managing Safely qualification does not expire, but IOSH recommend you renew your certificate every three years with an IOSH Managing Safely refresher course. This is because health and safety legislation, best practice and guidance changes over time.

### **Related Documents**

- Urgent Repairs - [Trust Docs ID: 11427](#)
- Doctors in Training – Junior Doctors Fatigue Charter – [Trust Docs ID: 16147](#)
- Housing Act 2020.
- Trust Car Parking Policy.
- Trust Energy Management policy.
- Trust Fire Safety policy – [Trust Docs ID: 10256](#)
- Trust Health and Safety Policy – [Trust Docs ID: 2968](#)
- Trust Pest Control Policy.
- Trust Relocation Policy – [Trust Docs ID: 15054](#)
- Trust Security Policy – [Trust Docs ID: 651](#)
- Trust Waste Management Policy – [Trust Docs ID: 609](#).
- Accommodation Application Form - [Trust Docs ID: 11310](#)

## Non- Clinical Policy for Accommodation Overarching Policy

### Monitoring Compliance

Compliance with the process will be monitored through the following:

Key elements	Process for Monitoring	By Whom (Individual / group /committee)	Responsible Governance Committee /dept	Frequency of monitoring
This Policy is current, to be amended when there is a change of government legislation, rent reviews and other documentation i.e.. SOPs which have since been created which need to be incorporated into this document.	To update document if there is any alteration in rental charge on annual rent review.  Update policy with any changes to government legislation affecting the operational running of the NNUHT Residencies.  Newly created SOPs – to be added once they have been approved and submitted to Trust docs.	Assistant Accommodation Manager	Estates & Facilities Governance Group	6 months before renewal

The audit results are to be discussed at relevant the Estates and Facilities Governance Group meetings to review the results and recommendations for further action.

# **Non- Clinical Policy for Accommodation Overarching Policy**

## **Appendices**

### **Appendix 1: Detail of Types of Accommodation**

There are 3 accommodation blocks referred to as – Eade, Bulman and McKee. These consist of 144 double rooms, 24 kitchens/communal areas, plus the accommodation office.

All rooms are double en-suite which are offered on either a single or double occupancy rate. Accommodation description as below:

#### **Type A – Single/Double occupancy rooms**

Consists of a furnished bed/study room with en-suite bathroom. It is within a centrally heated 6 bedroom flat. Each flat has a separate fitted kitchen with, washing machine dishwasher electric, cooker, electric kettle and fridge. Pots, crockery, cutlery and pans are included.

Weekly domestic service to room twice weekly to communal areas of flat. Residents are expected to wash their own pots and pans and keep the flat tidy and safe at all times. Bed linen and towels are supplied on a weekly exchange basis.

Those residents wishing to provide their own duvet and linen will be responsible for the laundering of such items unless they request linen service.

Communal areas with television and ironing facilities to those living in the blocks.

Residents are expected to show consideration to others at all times. Responsibility for personal belongings rests with the resident.

Residents are expected to observe all health & Safety Regulations regarding fire prevention and safe practice. Special attention is drawn to the locking of doors and windows. Residents are responsible for ensuring rooms and flat doors are kept locked at all times and the outer block door locked during the hours of darkness.

Opened ground floor windows must not be left unattended. Upper floor windows should be closed when residents are absent or during high winds. Report immediately to the residences staff if any damage to property or the need for repairs.

Representatives of the Accommodation Office reserve the right of entry at all reasonable times.

#### **Type B – Offsite accommodation**

The Accommodation Office manage one off-site 4-bedroom house, the primary used for SGU students and agency nurses.

The 4-bedroom house comprise of the following:

- Double/single bedroom with study area.
- Fitted kitchen with, washing machine dishwasher electric, cooker, electric kettle and fridge. Pots, crockery, cutlery and pans are included.
- Family size bathroom.
- Lounge area.
- Dining room.
- Fully fitted kitchen with – microwave, toaster and kettle.



## Non- Clinical Policy for Accommodation Overarching Policy

### Appendix 2: Forms of Agreement

Examples of the Assured Shorthold Tenancy Agreement, Licence Agreement and Guest Agreement are contained in the pages that follow.

An Assured Shorthold Tenancy Agreements will be issued to all residents whose period of stay will be equal to or in excess of six months.

### **ASSURED SHORTHOLD TENANCY AGREEMENT PARTICULARS**

The attached tenancy is an assured shorthold tenancy within the meaning of Section 20 of the Housing Act 1988 (as amended by Section 19a of the Housing Act 1996) and the provisions for the recovery of possession by the Landlord in Section 21 apply.

#### **THE TENANCY AGREEMENT IS BETWEEN**

Name and Address of Landlord **Norfolk & Norwich University Hospital NHS Trust, Colney Lane, Norwich NR4 7UY**

**AND:**

Name of Tenant **(‘tenant’)**

Address in respect of **Room 5, 6 BULMAN House, Norfolk & Norwich University Hospital, Colney Lane, Colney, Norwich, Norfolk, NR4 7UU**

Grant of Tenancy **This Tenancy is granted in consequence of the employment of the Tenant by the Norfolk & Norwich University Hospital NHS Trust.**

Description of Premises comprises of **SINGLE ROOM, SHARED KITCHEN**

Term The Tenancy is granted for a fixed term of 6 months. Terms of 28 consecutive days and under will be subject to VAT

Date of start of Tenancy This Tenancy begins .....and is an assured shorthold tenancy, the terms of which are set out in this agreement.

Date of end of Tenancy The Tenancy ends on.....

Occupancy This is a SINGLE PERSON occupancy

Permitted No. The maximum number of people permitted to occupy the premises is **ONE**

Payment for The Landlord lets and the Tenant takes the Premises for the fixed term

## Non- Clinical Policy for Accommodation Overarching Policy

the Premises Rent at the rent payable (as below)  
The **MONTHLY** payments for the Premises at the date of this agreement shall be

Rent	£479.70
Council Tax	£20.30
<b>Total Payable</b>	<b>£500.00</b>

Th

### **ASSURED SHORTHOLD TENANCY AGREEMENT**

ASSURED SHORTHOLD TENANCY AGREEMENT made on -  
BETWEEN

#### **1. PARTIES**

- 1.1 The LANDLORD, **Norfolk & Norwich University Hospital NHS Trust, Colney Lane, Norwich NR4 7UY**
- 1.2 The TENANT,

#### **2. DEFINITIONS**

The following terms shall have the following meanings:-

- 2.1 "The premises"  
Room numbered 5,  
of the house 6, Bulman House, Norfolk & Norwich University Hospital,  
in the road named Colney Lane, Colney, Norwich, Norfolk, NR4 7UU
- 2.2 "The building" means all that comprises, 6 Bulman House and its fixtures and fittings thereto
- 2.3 "The common parts" means the bathroom, the communal room and the kitchen, the entrance hall, corridors, staircases, lifts, forecourts, grounds, car park, footpaths and driveways which the Tenant may use in common with other tenants.
- 2.4 "The service element" includes boiler servicing, gas, water, electricity, domestic services and grounds maintenance where applicable.
- 2.5 "The contents" means any furniture, furnishings, linen, bedding, utensils, equipment and other chattels belonging to the Landlord whether or not listed on the inventory of the premises on behalf of the parties and annexed hereto or whether in the common parts.
- 2.6 "The Landlord" includes any persons or body entitled to possession on termination of the tenancy.
- 2.7 "The occupancy" is restricted to the individual named as tenant above.

## **Non- Clinical Policy for Accommodation Overarching Policy**

- 2.8 "Rent" includes the service element. Council tax must be paid separately and in addition by the Tenant direct to the Landlord who will pay it on to the relevant authority.
- 2.9 "Staff" includes any employee or authorised representative of the Landlord or its agent responsible for the conduct and good management of the buildings and common parts.

### **3 AGREEMENT TO LET**

The Landlord agrees to let and the Tenant agrees to take the premises with the contents and also the use of the building and common parts from the date of this Agreement

### **4 CONSIDERATION**

- 4.1 The Tenant agrees to pay to the Landlord:
- 4.1.1 Monthly rent of £479.70 ( Four Hundred and Seventy Nine Pounds and Seventy Pence) in advance every calendar month on the 1st day of each month, except where the payment of rent is through payroll deduction when it will be paid on the salary payment day without deduction or set off
- 4.1.2 The Council Tax (if applicable) of £20.30 (Twenty Pounds and Thirty Pence) in advance every calendar month on the **1<sup>st</sup>** day of each month as stated in 4.1.1.
- 4.2 In the event that this tenancy agreement shall continue beyond the fixed term the Landlord may increase or decrease the rent on the **1<sup>st</sup> August** (whether the 1st August occurs during or after the end of the fixed term) in each year by giving to the Tenant not less than one month's notice in writing of the increase or decrease. The notice shall specify the rent proposed. The rent shall not be increased more than once a year during this agreement. The revised rent shall be the amount specified in the Notice of Increase, unless the Tenant successfully exercises any right to refer the Notice to a Rent Assessment Committee to have a market rent determined in which case the maximum rent payable for one year after the date directed by the Rent Assessment Committee shall be the rent so determined in relation to this tenancy
- 4.3 The Landlord may increase or decrease the Council Tax element by the same amount as the actual Council Tax for the premises shall change by giving to the Tenant not less than one month's notice in writing of the increase or decrease.

### **5. TENANT'S OBLIGATIONS**

- 5.1 The Tenant must:-
- 5.1.1 Pay the rent and Council Tax as specified above clear of all deductions.
- 5.1.1.1 The reasonable cost of any necessary repairs to the premises, building or common parts or replacement of any or all the contents where such repair or replacement is due to any act of the Tenant or his/her visitors or the Tenant has not complied with its repairing obligations in this tenancy agreement.

## **Non- Clinical Policy for Accommodation Overarching Policy**

- 5.1.1.2 Such sums as are outstanding on vacating in respect of arrears, mesne profits, Council Tax, or other charges including any court costs or other fees.
    - 5.1.1.3 Keep the interior of the premises and the doors windows and skylights (including the inside surfaces of the glass in the doors, windows and skylights) clean.
  - 5.1.2 Pay the Landlord for any damage to the premises contents, buildings and common parts if such damage is caused by the Tenant, member of the Tenant's family or persons on the premises in the building or common parts with the permission of or visiting the Tenant and is not solely due to fair wear and tear.
  - 5.1.3 Keep any garden occupied with the premises clear of all rubbish.
  - 5.1.4 Report any damage, loss or malfunction or injury to the premises, contents, buildings or common parts to the Landlord within 48 hours.
  - 5.1.5 Permit the Landlord and its agent or servants with or without workmen to enter the premises at any time for the purpose of inspecting the same or doing repairs or making alterations either to the premises or any adjoining premises or to the contents or any apparatus on the premises which belongs to the Landlord for which, except in the case of an emergency (interpretation of circumstance constituting an emergency shall lie solely within the discretion of the Landlord), 48 hours' notice of entry will be given.
  - 5.1.6 Place all refuse in the receptacle provided and as required by the Landlord for regular collection.
  - 5.1.7 Abide by any fire or other regulations applicable to the premises building or common parts.
  - 5.1.8 Comply with the Rules and Guidelines for staff accommodation as issued by the Landlord as may be varied from time to time, a copy of which is available in the tenants handbook.
  - 5.1.9 On vacation of the premises leave the premises in the appropriate state of repair and free of all items (other than the contents as herein before defined) and remove all rubbish and then hand over the keys to all locks to the Landlord or its agent.
  - 5.1.10 Not use the Accommodation car park adjacent to the Premises after the ending of this Tenancy. Any former Tenant that continues to do so may incur additional car parking charges for any period where they are parked illegally, such charges will be applied in accordance with the Landlord's current charging scheme applicable at the time of the offence. The Landlord also reserves the right to refer the former Tenant's details to the Human Resources department with a view to pursuing disciplinary proceeding against the former Tenant
- 5.2 The Tenant must not:
- 5.2.1 Assign sub-let share or part with possession, take in lodgers or paying guests or permit use or occupation by anyone else. The Tenant will indemnify the Landlord in respect of any liability arising from the sharing



## **Non- Clinical Policy for Accommodation Overarching Policy**

of occupation.

- 5.2.2 Except with and subject to the terms of the Landlord's consent
  - 5.2.2.1 Carry out redecoration, alterations or make any additions to the premises.
  - 5.2.2.2 Move the contents out of the premises or bring into the premises any furniture which is the property of the Tenant or others.
  - 5.2.2.3 Change the locks or install additional locks.
  - 5.2.2.4 Install or use any additional heaters.
  - 5.2.2.5 Erect any television or other aerial.
  - 5.2.2.6 Keep any animals, birds or creatures of any description on the premises.
- 5.2.3 Without the prior written consent of the Landlord use the premises for any purpose other than as a private residence in the occupation of the Tenant and not carry on from the premises any trade profession or business.
- 5.2.4 Act in any manner which causes or is likely to cause or permit any conduct which causes or is likely to cause any nuisance or annoyance, in the premises or anywhere else in the common parts or in the building or any garden which forms part of the premises or permit the Tenant's visitors or licensees to do so whether to any person residing, visiting or otherwise engaged in lawful activity in the locality or otherwise.
- 5.2.5 Commit or allow to be committed by the Tenant or any member of his/her family or any visitor, any act which results in or is likely to result in the disruption of another Tenant's rights peacefully to enjoy his/her premises, the building or the common parts or any act which threatens or causes or results in or is likely to threaten, cause or result in physical harm to any other Tenant, member of his/her family as defined, visitors, any member of staff or to any person residing, visiting or otherwise engaged in lawful activity in the locality or otherwise.
- 5.2.6 Commit or allow to be committed by the Tenant or any member of his/her family or any visitor any form of harassment on the grounds of race, colour, religion, sex, sexual orientation or disability which may interfere with the peace and comfort of, or cause offence to any other Tenant, member of any other Tenant's family, staff or visitors.
- 5.2.7 Commit a serious or arrest able offence in or in the locality of the premises.
- 5.2.8 Cause any damage to any part of the premises or common parts to the building or the contents, or permit the Tenant's visitors or licensees to do so or cause any damage to any garden occupied with the premises or any lawn, tree, shrub or bush growing in the garden.
- 5.2.9 Play radios, TV sets, tape machinery, record or C.D. players or musical instruments to cause annoyance.
- 5.2.10 Use or permit or suffer the use of the premises the building or common

## **Non- Clinical Policy for Accommodation Overarching Policy**

parts for any improper, immoral or illegal purpose.

5.2.11 Permit any visitor(s) of the tenant to breach any or all of the Rules and Guidelines for staff accommodation, which are from time to time in force.

### **6. LANDLORD'S OBLIGATIONS**

The Landlord agrees with the Tenant as follows:-

- 6.1 To give the Tenant possession of the premises at the commencement of the Tenancy.
- 6.2 To pay or keep the Tenant indemnified against water rates, gas, electricity, telephone rental and Council Tax.
- 6.3 To be liable for any repairs which are the responsibility of a lessor by virtue of Section 11 of the Landlord and Tenant Act 1985, this to include the maintaining in a reasonable condition and good decorative order the premises and the building of which the premises form a part together with the maintenance of the grounds and gardens.
- 6.4 That the Tenant paying the rent **and continuing in the employment of the Norfolk & Norwich University Hospital NHS Trust**, as before and performing and observing all the obligations on the part of the Tenant contained in this Agreement may quietly possess and enjoy the premises during the tenancy without any interruption from or by the Landlord or any person claiming through or under or in trust for it.
- 6.5 To clean the communal areas and provide an optional room cleaning and linen service at an additional charge.

### **7. LANDLORD'S POWERS**

- 7.1 The Landlord or its Agent may enter the premises at any time for inspection or to carry out work to it and to inspect and make inventories of the contents and show the premises to prospective occupiers. 48 hours' notice is to be given except in the case of an emergency. The assessment of what circumstance constitutes an emergency remains wholly within the Landlord's discretion
- 7.2 If after the Tenant has vacated the premises any property of the Tenant remains in or on the premises, building or common parts and the Tenant fails to remove it within 7 days after being requested in writing by the Landlord to do so or if after using reasonable endeavours the Landlord is unable to make such a request to the Tenant within 14 days from the first attempt so made by the Landlord:
  - 7.2.1 The Landlord may as the agent of the Tenant sell such property and the Tenant will indemnify the Landlord against any liability incurred by it to any third party whose property shall have been sold by the Landlord in the mistaken belief held in good faith (which shall be presumed unless the contrary be proven) that such property belonged to the Tenant
  - 7.2.2 If the Landlord having made reasonable efforts is unable to locate the Tenant the Landlord shall be entitled to retain such proceeds of sale absolutely unless the Tenant shall claim them within 6 months of the date upon which the Tenant vacated the premises and;

## **Non- Clinical Policy for Accommodation Overarching Policy**

7.2.3 The Tenant shall indemnify the Landlord against any damage occasioned to the premises common parts, building and contents and any actions claims proceedings costs expenses and demands made against the Landlord caused by or related to the presence of the property in or on the premises, building or common parts.

### **8. DEDUCTIONS**

8.1 The Landlord and the Tenant agree that where the Tenant is an employee of a National Health Service Trust or any other employer or a student at a university or college and the employer or college has notified to the Landlord (the Landlord to produce evidence of such notice to the Tenant) that it is prepared to deduct rent at source, the Landlord may receive directly from the tenant's employer or college the rent, the additional rent, Council Tax, and any other relevant costs hereby reserved or in the event that the Tenant's employment/course of study has been terminated, the employer or college may deduct the rent, additional rent, Council Tax and any other relevant costs hereby reserved from any wages or payment that may from time to time be due to the Tenant and if the Landlord does so receive, the Landlord shall be entitled (notwithstanding any other provision of this Agreement) to receive payments of rent during the calendar month preceding the date upon which the payments become due

### **9. PROVISOS**

9.1 If at any time:

9.1.1 Any part of the rent or Council tax shall be in arrears for 30 days (whether formally demanded or not) and/or

9.1.2 There shall be any breach non-performance or non-observance of the Tenant's obligations and/or

9.1.3 Any grounds set out in Grounds 8 to 16 (inclusive) of Schedule 2 to the Housing Act 1988 shall apply (which relate to a breach of an obligation by the Tenant)

9.1.4 The Landlord may re-enter the premises or any part of them and resume possession of the premises and the contents and upon such re-entry the Tenancy shall absolutely determine but without prejudice to any claim which the Landlord may make against the Tenant in respect of any antecedent breach of this Agreement

9.2 The Tenant may terminate this agreement by giving one month's written notice at any time. Rent continues to be payable up to the end of the period of notice and damages for unlawful occupation will be due if the Tenant remains in occupation after that date, or the date of vacation, whichever is the later and that vacation of the room/property without notice will result in a full month's rent being payable/deducted from the salary from the date that the Landlord was notified of the vacating

9.3 In any matter in which the Landlord has a discretion the Landlord's opinion will be final whether as to reasonableness or otherwise

### **10. NOTICES**

## Non- Clinical Policy for Accommodation Overarching Policy

- 10.1 Any notice to be given in connection with the Tenancy is properly given if sent by special delivery or recorded delivery or delivered by hand as follows:-
- 10.1.1 If to the Landlord sent or handed, addressed to the Landlord by name at or to the address at the commencement of this Agreement or at or to the **Area Office, Norfolk & Norwich University Hospital, Colney Lane, Norwich, Norfolk, NR4 7UP** to such agent of the Landlord whose appointment shall be confirmed to the Tenant by notice in writing, or to the Landlord at **Norfolk & Norwich University Hospital NHS Trust, Colney Lane, Norwich NR4 7UY.**
- 10.1.2 If to the Tenant sent or handed, addressed to the Tenant by name at or to the address stated to be the address at the commencement of this agreement
- 10.1.3 Any Notice is deemed to have been served by not later than the first working day following the day on which it was posted. It is deemed to be received the same day if it was delivered by hand

## 11. **INTERPRETATION**

- 11.1 Where the Tenant consists of two or more persons obligations expressed or implied to be made by the Tenant are deemed to be made by such persons jointly and severally and words importing one gender include all other genders and words importing the singular include the plural and vice versa
- 11.2 "Consent" means written consent before the act or event in question and "Premises" includes any part of the premises

## 12. **STAMP DUTY**

This document is not entered into pursuant to any prior agreement to do so

SIGNED on behalf of the Landlord .....

**NORFOLK & NORWICH UNIVERSITY HOSPITAL**

SIGNED by the Tenant .....

A Licence Agreement will be issued to residents who are staying less than six months but more than one month.

## **TEMPORARY ACCOMMODATION AGREEMENT**

1. The Accommodation Office which is named below has agreed to make available for your temporary use overnight accommodation for up to a maximum of 4 months. If a lesser period has been agreed this will be shown below.
2. Details of the room allocated for your use is shown below. This is not a tenancy, and the Accommodation Office or any of its employees may enter the room at any time. It will retain a key for this purpose. The Accommodation Office may also change the room allocated for your use at any time although it will endeavour to

## Non- Clinical Policy for Accommodation Overarching Policy

give you as much advance warning as possible if a change of room is necessary.

3. The monthly charge will be the figure shown below.
4. If a deposit is required the amount will be shown below. The deposit will be returned to you after your stay, less any deductions for damage to the room or its furniture and effects or outstanding charges.

### NHS ACCOMMODATION:

Norfolk & Norwich University Hospital  
Accommodation Office  
Colney Lane  
Norwich  
NR4 7UP

### THE ACCOMMODATION: McKee 7, Colney Lane, Norwich NR4 7UU

Together with the right to use such  
communal facilities as specified.

### THE ROOM INITIALLY SPECIFIED:

2

### THE MONTHLY CHARGE:

**£500.00 per month or pro rata**  
Terms of 28 consecutive days and  
under will be subject to VAT

### PAYMENT METHOD:

**Direct**

### DEPOSIT:

**NIL**

### NUMBER OF NIGHTS:

**Up to a maximum of 4 months**

### FIRST NIGHT:

### LAST NIGHT:

I agree to be bound by the Terms and Conditions set out overleaf

### TERMS AND CONDITIONS FOR TEMPORARY AGREEMENT

1. I agree to pay the above Monthly Charge (£500.00) for the Accommodation by the Payment Method.
2. I shall use the Accommodation for overnight sleeping Accommodation for myself only.
3. The Accommodation Office may require me to transfer rooms at any time although it will endeavour to give me as much advance warning as possible if a change of rooms is necessary.
4. I shall not damage and shall take good care of the Accommodation and all furniture, furnishings, equipment and other contents provided at the Accommodation.
5. I shall not remove any of the furniture, furnishings, equipment and other furnishings at the Accommodation nor shall I bring any furniture, furnishings or equipment into the Accommodation
6. I shall comply with all fire regulations applicable to the Accommodation and the

## Non- Clinical Policy for Accommodation Overarching Policy

building of which it is part.

7. I shall not do anything which may cause a nuisance or annoyance to other persons in the building of which the Accommodation is part (including any communal facilities which I have a right to use).
8. The Accommodation Office shall be entitled to exclude any person from visiting me at the Accommodation in its absolute discretion. (In any event I shall not have any visitors to the Accommodation between the hours of 12.00 am and 8.00 am)
9. I shall bring no dogs, cats, birds or other pets to the Accommodation or the building of which it is part.
10. All guest food to be stored in the designated labelled cupboards, fridge and freezer spaces for room
11. This is not a tenancy and I shall permit the Accommodation Office access to the Accommodation at all times. The Accommodation Office retains a key for this purpose.
12. I will keep the Accommodation in a clean and tidy condition and shall return it in the same condition
13. I shall comply with any other regulations imposed by the Accommodation Office for the good management of the building of which the Accommodation is part or in common interests of users of the building.
14. I shall vacate the Accommodation by no later than 11.00 am on the departure date.
15. I shall upon vacation of any room occupied by me (whether on the departure date or on a transfer as envisaged by condition 3) remove all of my possessions from the room and hand over any keys to the room and the building of which it is part.
16. I agree to pay £ 20.00 for each key which I may be given by the Accommodation Office which I lose, damage, or fail to return on the required date.
17. I agree to pay the Accommodation Office the Nightly Charge of £40 for each day after the departure date that I fail to return any key to the Accommodation and the building of which it forms part.
18. I agree to pay £NIL as a deposit which will be returned to me after my stay, less any deductions for damages to the room or its furniture and effects or outstanding charges.
19. I acknowledge that the Accommodation is not my primary residence.
20. The Landlord may increase or decrease the rent on the **1<sup>st</sup> August** in each year by giving to the Tenant not less than one month's notice in writing of the increase or decrease. The notice shall specify the rent proposed. The rent shall not be increased more than once a year during this agreement.
21. the Landlord may increase or decrease the Council Tax element by the same amount as the actual Council Tax for the premises shall change by giving to the Tenant not less than one month's notice in writing of the increase or decrease.
22. Fire drills will be carried out in line with legal obligations. The Trust and their

## Non- Clinical Policy for Accommodation Overarching Policy

employees have statutory duties to comply with the Regulatory Reform (Fire Safety) Order 2005 (FSO), failure to comply with the FSO could lead to enforcement action being taken by the Fire Authority.

Records will be kept of all persons who do not comply

23. not use the Accommodation car park adjacent to the Premises after the ending of this Agreement. Any former Tenant that continues to do so may incur additional car parking charges for any period where they are parked illegally, such charges will be applied in accordance with the Landlord's current charging scheme applicable at the time of the offence. The Landlord also reserves the right to refer the former Tenant's details to the Human Resources department with a view to pursuing disciplinary proceeding against the former Tenant

**Your signature is required as a receipt for the key and as confirmation that you agree to abide by the terms set out above.**

Name of temporary resident:

Signature of temporary resident

---

Address:

---

---

Date:

NNUHFT ACCOMMODATION OFFICE  
COLNEY LANE  
NORWICH  
NR4 7UP

225FORM



## Non- Clinical Policy for Accommodation Overarching Policy

### Equality Impact Assessment (EIA)

<b>Type of function or policy</b>	Existing
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<b>Division</b>	Estates and Facilities	<b>Department</b>	Residencies
<b>Name of person completing form</b>	Jackie Ellis	<b>Date</b>	23/05/2023

Equality Area	Potential Negative Impact	Impact Positive Impact	Which groups are affected	Full Impact Assessment Required YES/NO
Race			No	No
Pregnancy & Maternity			No	No
Disability			No	No
Religion and beliefs			No	No
Sex			No	No
Gender reassignment			No	No
Sexual Orientation			No	No
Age		Age restriction in place	17yrs and below	
Marriage & Civil Partnership			No	No
<b>EDS2 – How does this change impact the Equality and Diversity Strategic plan (contact HR or see EDS2 plan)?</b>				

- A full assessment will only be required if: The impact is potentially discriminatory under the general equality duty
- Any groups of patients/staff/visitors or communities could be potentially disadvantaged by the policy or function/service
- The policy or function/service is assessed to be of high significance

#### IF IN DOUBT A FULL IMPACT ASSESSMENT FORM IS REQUIRED

The review of the existing policy re-affirms the rights of all groups and clarifies the individual, managerial and organisational responsibilities in line with statutory and best practice guidance.