

## RULES AND EXPECTATIONS FOR ACCOMMODATION

We are pleased to welcome you to NHS Accommodation at the NNUH. We hope you will find your accommodation comfortable and will look upon the residence as your home.

A great many staff live in our accommodation, and we therefore need to have rules and expectations, the object of which is to ensure the Residences operate for the benefit of all occupants; the rules are not intended to be unduly restrictive.

For any queries, requirements, compliments or complaints please contact the Accommodation Office.

If at any time you are not satisfied with the service please write to the Accommodation Office, Norfolk & Norwich University Hospital, Colney Lane, Norwich NR4 7UP or telephone on 01603 287827 or email [nao@nuh.nhs.uk](mailto:nao@nuh.nhs.uk)

You can contact the Accommodation Office out of normal office working hours by telephoning the hospital on 01603 286286 or dialling the switchboard from your room on '0'. This service should only be used in an emergency or if there is a problem which cannot wait until office hours.

### **General Conduct**

Tenants are expected to abide by these Rules and Expectations and to respond to requests or instructions from the Accommodation Office. Tenants are also expected to act in a reasonable and courteous manner to other tenants and staff. If you experience any problems you should contact the Accommodation Office who will be pleased to help.

The Accommodation Office reserves the right to withdraw the right of residency from any tenant who fails to act in line with the rules and expectations outlined in this document or who is responsible for creating hazards, danger or a nuisance to fellow residents or staff.

A minor breach will result in an informal caution being issued by the accommodation office.

The Accommodation Office reserves the right to pass on further information about any such offences where these are either repeated or of a more serious nature to your employer/college. These may then be considered in conjunction with the Disciplinary Rules as set out in the NNUH Misconduct policy or other such policy relevant to your college or workplace. (A copy of the Misconduct rules for NNUH employees are attached at the end of this document)

These may also result in the issue of a Notice to Quit. Any offence found to be serious or gross misconduct will result in the immediate issue of a Notice to Quit followed by an application to court for eviction.

Reference to Notice to Quit in the above closing statement means a Notice Requiring Possession under S.21 of the Housing Act 1988 and/or a Notice Seeking Possession under

S8 of the Housing Act 1988.

## **1. Property, Valuables and Room Security**

We cannot accept responsibility for tenants' personal possessions. It is essential that you arrange insurance cover for all your belongings, including keys. Please do be extremely vigilant in caring for your possessions. Do not, for instance, leave laundry unattended in laundry rooms or bicycles unsecured. Do not leave your rooms unlocked, open or with the key in the door and please ensure that the building is kept locked so that strangers cannot gain access.

If you do see anyone acting suspiciously, or have reason to believe that someone is acting illegally, do contact the police and us. If you are unfortunate enough to suffer a theft, you must contact the police immediately and notify the accommodation office of what has happened (please see the relevant contacts on the front page of this document).

Please note that a member of Accommodation Office or a duly appointed representative will only enter your room in your absence in the following circumstances:-

- a) In an emergency.
- b) Under request of a duly authorised body such as the Police.
- c) As described under Clause 10.

We will always try to contact you first if we can

## **2. Loss or theft of keys**

Please report any lost or stolen keys to the Accommodation Office immediately. A charge may be made should a replacement be necessary.

## **3. TV Licence and Electrical Equipment**

All tenants who own their own television sets must have a current licence; our licence does not cover privately owned sets. Aerials/Satellite dishes must not be fixed to the building without prior permission from Accommodation Office. Electrical equipment must be checked by the Maintenance Department before being used; please ask the Accommodation Office to arrange this. There is no charge.

For safety reasons extension cables and plug adapters must not be used. Tenants will be held liable for any damage caused to accommodation, including its furnishings and fittings, as a result of faulty electrical equipment or misuse of the electrical supply, ie, overloading a power point with multiple adapters.

**4. Noise**

Out of consideration for others, tenants are asked to keep noise to an absolute minimum, particularly after 11:00 p.m. Please do not shout or have loud music playing. Please remember other tenants may be working shifts, which means they may have to sleep during the day; in particular using your mobile phone on loud speaker.

**5. Guest Rooms**

Guest rooms are available for use by tenants' guests, for which a nightly charge is made. Guests are normally allowed to stay a maximum of four nights. Please contact the Accommodation Office to book a guest room. Tenants are responsible for their guests' behaviour at all times.

**6. Unofficial Guests**

Anyone found staying in the accommodation without permission will be asked to leave immediately. Any tenant found accommodating unofficial occupants may be asked to vacate their room.

**7. Cooking Facilities**

Cooking is prohibited in rooms. Please use the kitchen provided, leaving it clean and tidy after use. Please note that in order to ensure kitchens are clear for other tenants, the Accommodation Office is authorised to remove any articles that are left out in the kitchen.

**8. Animals**

Tenants are not permitted to keep pets in their accommodation.

**9. Accommodation**

Accommodation is for adult persons only. Children are not allowed to stay in this accommodation.

**10. Repairs and Maintenance; access to flats**

The Accommodation Office must be promptly advised of any work required. The request for a repair will be deemed as implicit permission for maintenance staff to enter your room. If you wish to be present, please ask to make an appointment when you report the repair. The only other time anyone may enter your room is in the case of an emergency; fire, flooding, etc, or if 24 hours' previous notice has been given.

**11. Visitors**

Visitors are not allowed in the Accommodation between 11pm & 8:00 a.m.

**12. Fire**

Please ensure you are aware of Fire Procedures. Each room is provided with a notice of Fire Instructions. Please read this and ensure that you are familiar with the emergency exits. Flammable materials or liquids must not be stored in rooms. Any forms of smoking is prohibited in accommodation buildings.

**13. Mail**

Please ensure that your mail is addressed correctly and that the correct authorities are advised when you vacate or transfer from the property. The Accommodation Office will not be responsible for re-directing your mail.

**14. Laundry Services**

At present, clean linen may be provided at the commencement of your tenancy by the Accommodation Office. If, under the terms of your tenancy agreement, you are eligible to receive clean linen, this will be provided weekly. Washing machines and dryers are available at the accommodation launderette adjacent to the Accommodation Office. Please ensure you do not overload the machines and that you leave them clean and ready for use by the next person.

**15. Room Cleaning**

Our housekeeping staff clean the communal parts of your accommodation. You are responsible for cleaning your own room; equipment is available for you to use. A room cleaning service is available for which a charge is payable. For details, please contact the Accommodation Office.

Please ensure your room is left clean when you vacate, otherwise you may be charged.

**16. Tenants' Vehicles**

- a) Please park your vehicle in the designated parking areas.
- b) If, in the opinion of the Accommodation Office, a vehicle appears abandoned, steps will be taken to remove the vehicle.
- c) Tenants' vehicles will be limited to those of a private classification. Goods vehicles will only be allowed by prior arrangement with the Accommodation Office.

- d) Tenants carrying out maintenance to their vehicles are requested to make repairs speedily and without undue inconvenience to other tenants. Separate arrangements have to be made for the safe disposal of oil and other waste materials. Please contact the Accommodation Office for further information.

**17. On-Call Accommodation Personnel**

You can contact the Accommodation Office out of normal office working hours by telephoning the hospital on 01603 286286 or dialling the Switchboard from your room on "0". This service should only be used in an emergency or if there is a problem which cannot wait until office hours.

A charge of £70 will be made for non-emergency call-outs.

**18. Drinking Water**

The tap water is suitable for drinking.

**19. Leaving the accommodation**

Please give the Accommodation Office one month's written notice of your intention to leave your accommodation by completing the form available at the Office.

We expect you to leave your room in a clean and undamaged condition. Failure to do so will result in a charge being incurred. You are responsible for the payment of rent and all charges until the expiry of the one month's notice.

I have read and accepted the rules and expectations for the Accommodation provided in line with my employment at the Norfolk and Norwich University Hospital Trust

<b>NAME</b>	
<b>SIGNED</b>	
<b>DATE</b>	

By signing this document you are agreeing to abide by the Misconduct policy and above rules and accept that a failure to do so could potentially result in Disciplinary action (please see Misconduct rules at the end of this document) being taken against you by NNUH and/or a Notice to Quit being issued.

## ‘Misconduct Rules’

### Introduction

The misconduct rules in this document are provided to set out the standards of performance and behaviour at work that can be reasonably expected by NNUH of its employees. Whilst it is not possible to list all acts that could warrant misconduct action, these rules serve as a guide but are not limited to the examples given.

### General Rules

All employees are expected to provide efficient and courteous service and to co-operate generally in accordance with the Terms and Conditions of employment, Professional Codes of Conduct (where applicable), NNUH and any other agreed local policies and procedures.

All employees are expected to attend work regularly and punctually and to seek approval for any leave in advance, or, in the case of special leave, as soon as is reasonably practicable.

Failure to comply with these misconduct rules and standards may result in misconduct action being taken in accordance with this procedure.

### Misconduct

The following are examples of actions which may be regarded as warranting misconduct action and for which dismissal may be appropriate where the required standards are not achieved. Such examples include but are not limited to:

- **Unauthorised absence** – including non-notification of absence or return to work
- **Poor timekeeping** – every employee is required to give constant regular attendance within the terms of their contract of employment
- **Poor standard of dress** – in relation to agreed uniform and dress requirements for each department and/or the uniform policy
- **Insubordination** – e.g. non-cooperation, insolence, refusing to obey reasonable instructions from a line manager or other manager
- **Poor standard of work** – where this cannot be rectified through the Capability Procedure
- **Generally unacceptable behaviour** – e.g. verbal abuse of colleagues or patients, impoliteness etc.

- **Non-attendance for training** - Failure to attend mandatory, contractual or legally required training
- **Smoking on Trust premises**
- **Accessing information not required in the course of duties**
- **Any conduct or performance likely to bring the Trust into disrepute** – which could include inappropriate use of social media or use of the Trust's name

## Serious Misconduct

Certain types of misconduct may lead directly to the issue of a higher-level warning such as a Final Written Warning. Such examples include but are not limited to:

- Repeated and/or wilful failure to carry out safe working practices and procedures
- Wilful failure or refusal to comply with established operational, legal or other NNUH procedures which could result in serious error, risk or offence to others or to NNUH property/premises
- Repeated breaches of less serious offences e.g. those categorised under misconduct
- Serious verbal assault
- Misuse of NNUH facilities, including serious contravention of the NNUH Cyber Code of Conduct i.e. deliberately accessing internet sites containing obscene, pornographic or offensive material
- Serious insubordination - e.g. failure to obey a reasonable instruction where this failure could result in loss, damage or injury
- Breach of confidentiality

## Gross Misconduct

Where an offence is so serious as to breach the basis of the employment contract, then this will be regarded as Gross Misconduct and will normally lead to summary dismissal, unless there are sound mitigating circumstances.

The following are examples of behaviour which may constitute Gross Misconduct, and include but are not limited to:

- **Indecency** - any act of indecency against a patient, employee or member of the public which is related to employment with the NNUH
- **Theft** – any instances of theft from the NNUH or from a patient, employee or member of the public and related to employment with the NNUH
- **Fraud** – and/or any deliberate falsification of records, or attempt to defraud the NNUH, patient, employee or member of the public and being related to employment with the NNUH. Fraud may include the deliberate falsification of time sheets and travel claims, and obtaining employment by deception
- **Assault** – any physical violence or extreme verbal assault upon a patient, employee or member of the public which is related to employment with the Trust

- **Sexual, Racial or other Harassment or Bullying** – including any deliberate act of discrimination on any of the nine protected characteristics, physical abuse, intimidation or other turbulent behaviour causing serious offence or leading to humiliation or embarrassment
- **Malicious Damage** – to NNUH property, patient property or property belonging to a member of the public or another employee
- **Corruption** – including any breach of the NNUH Standing Orders / Standing Financial Instructions and the Trust's policy on Standards of Business Conduct. Matters relating to receiving gifts, hospitality and declaration of interests are also viewed as serious misconduct
- **Gross Carelessness / Negligence** – any action or failure to act which threatens the health or safety of patients, members of the public or other employee
- **Being unfit for duty** – other than for a medical reason (e.g. through abuse of alcohol or drugs where the employee does not claim to have a drink or drugs problem)
- **Serious Breach of Confidentiality** – including matters relating to patients and confidential employee matters, including breaches of the NNUH Whistleblowing and Openness and Data Protection Policies. (e.g. disclosure of personal or sensitive information without appropriate permission from the owner of that information)
- **Deliberate Infringement of Health and Safety Policy or Legislation**
- **Serious misuse of Trust's name or property**

**NOTE:** With regard to allegations/offences committed outside the NNUH, the relevance of the case to the Trust and the individuals' employment will be considered on a case by case basis.

## Employees with a Drink, Drug or Substance Misuse Problem

When an employee acknowledges during the course of an investigation or during a disciplinary meeting that they have such a problem or addiction, which has been the cause of the incident, managers must ensure that they are given support via Workplace Health and Wellbeing. Action short of dismissal may be appropriate in these circumstances, allowing time for the employee to obtain the help needed. Continued offences, despite having been offered help, could then result in dismissal.

## Other Events which could lead to Dismissal

Other events, which may be outside of the control of the NNUH and/or the individual employee, may make continuing employment impractical or impossible. Examples of this may include long-term sickness or absenteeism, failure to meet contractual training requirements or loss of other essential requirements (e.g. loss of professional / statutory registration or right to work in the UK)





**Our Vision**  
To provide every patient  
with the care we want  
for those we love the most