



KEENAN HOUSE CODE OF CONDUCT

This code applies to all residents of Keenan House, their families and any visitors/guests that they may invite to visit them at that residence. It applies to all areas inside the accommodation, the family playground areas at the site and the car parking area used by residents and their guests.

All residents are expected to contribute to the Keenan House community, and to its continued success as a supportive, pleasant environment for students and their families.

The code is supplementary to each resident's Licence to Occupy University Accommodation and is intended to set out how residents should conduct themselves while living at the accommodation and to reflect the additional responsibilities that arise in a large residence predominantly occupied by couples and families with children. In accordance with Clause 1.1 of each resident's Licence to Occupy University Accommodation, this Code of Conduct is deemed to be incorporated into, and to form part of each resident's Licence to Occupy University Accommodation, so it should be read carefully. For the purposes of this document, the term "Resident" shall refer to each student who has signed a Licence to Occupy University Accommodation, and each adult cohabitant who has signed a Licence To Occupy University Accommodation as a Cohabiter of Family Accommodation In Common with a Registered Student(s) (each a "Licence").

Residents and guests should also be aware that 24 hr CCTV is in operation both outside the building and inside, covering the Common Room and ground floor lobby area. This is for the safety and security of all Residents.

CODE OF CONDUCT

1. **Children under the age of 8 years will be always supervised by a responsible adult** (the adult should explicitly agree to supervise the child and not be assumed to undertake supervision merely by their presence). Children under the age of 8 years should not be allowed to play unsupervised either inside or outside the property. Children over the age of 8 years are expected to show respect to all other residents, to college staff, to accommodation, facilities and furnishings. Parents will be held fully responsible for any misbehaviour carried out by their children either during supervised / unsupervised play and may be financially liable, in the event of misbehaviour being demonstrated, and, for any damage their children may cause.
2. Children playing outside should also be aware that the car park is a busy area populated with a large amount of traffic and drivers are not always able to see smaller children clearly, when moving their vehicles. Parents are asked to ensure that wherever possible, unsupervised children remain off the road areas, in the interests of their safety. Drivers are asked to drive slowly and with caution, particularly when reversing.
3. Behaviour that is unacceptable includes but is not limited to:
 - Rudeness to other Residents, staff or visitors; Aggression (physical or verbal) to other Residents, staff or visitors;
 - Damage to property (fair wear and tear excluded);
 - Damage to the belongings of other Residents;
 - Excessive noise either inside or outside the accommodation (noise is deemed to be excessive when it can reasonably be said to disturb other Residents, staff or visitors);

- Ignoring reasonable requests from other Residents, staff or visitors to refrain from any acts which amount to any breach of a Licence, including this Code of Conduct, or which could reasonably be considered to amount to a nuisance;
 - Dangerous or reckless physical activity - i.e. climbing on furniture, excessive speed, use of play equipment by children clearly too young / old to safely use it;
 - Removal of play equipment or furniture provided by the College for use in Common Areas, to private flats. The play equipment/furniture is intended for all families at Keenan House and must remain in either the Common Room or in the designated outside play areas;
 - Children over the age of 4 riding bicycles or playing ball games in the Common Room - the room is a shared space and is simply not designed for such activity;
 - Misuse of audio visual equipment;
 - Tampering with any alarm or building safety equipment; and
 - Tampering with fire exits and means of entry / exit.
 - Leaving cooking unattended or propping open fire doors (inc. kitchen door).
4. All Residents will treat each other with respect.
 5. All Residents will respect and adhere to college rules and regulations in relation to the property. These include but are not limited to: health and safety instructions, fire evacuation procedures and terms of each Resident's Licence.
 6. All residents will evacuate in the event of a fire evacuation alarm - this evacuation will be **immediate** and any failure to evacuate, without valid or mitigating circumstance as reasonably accepted by College Officers, will result in immediate disciplinary action, and/or sanction under the terms of each Resident's Licence.
 7. Residents will, comply at all times with the guidance provided by the Ustinov College Operations Team regarding the safe and appropriate use of Keenan House facilities, including but not limited to: closing the door to kitchen whilst cooking to prevent false fire alarm activation and subsequent evacuation of the building; appropriate use of window restrictors; and consistent supervision of children during facilities maintenance.
 8. Residents will, wherever possible, ensure that the refuse and recycling facilities available to them at Dryburn Court are used appropriately and that refuse is not discarded in communal areas but is placed at designated collection points. The College will provide adequate recycling bins to meet the needs of the entire residence.
 9. Cars parked in the Keenan House car parking area should be registered with the University in accordance with the car parking policy and a valid car parking permit must be on display at all times. Details of the policy can be found at: [DU-Parking-Policy-2023-24 Final v2.pdf \(durham.ac.uk\)](https://www.durham.ac.uk/parking-policy-2023-24-final-v2.pdf).
 10. The College operates a cycle security scheme by which you can have your bicycle security tagged for free, by registering it with the College porter/housekeeper. Please note that e-bikes, e-scooters and other similar items are prohibited from all areas of Dryburn Court.
 11. Residents must strictly adhere to the provisions of Clause 4.2 of each Primary Licence, and inform Ustinov College, via the duty porter/housekeeper, of any visitors and the duration of their stay and vehicle registration so that the appropriate visitor parking pass can be issued.
 12. Access to the accommodation shall always be required by the University and allowed by Residents strictly in accordance with the provisions of Clause 3 of each Primary Licence.

COMPLAINTS AND DISCIPLINARY ACTION

Any complaints relating to **operational issues** should in the first instance be directed to Craig Mawson, College Operations Manager, at craig.mawson@durham.ac.uk.

To report a maintenance request, please use the online Maintenance Request Form: https://www.durham.ac.uk/ustinov.college/local/current_students/maintenance/

Any complaints, suggestions or comments relating to **non-operational issues** should in the first instance be directed to Paula Furness, Assistant Principal & Student Support Officer, at ustinov.studentsupport@durham.ac.uk.

OUR COMMITMENT TO YOU

In asking you to adhere to this Code of Conduct, we are demonstrating our expectations of you as residents. Equally, you should be aware of what you can expect from the Ustinov College team.

The purpose of the College is to support its Postgraduate Research (PGR) and Postgraduate Taught (PGT) student members through the provision of high-quality student services, student support, and accommodation, together with the social and intellectual opportunities appropriate for an academically and culturally diverse postgraduate community. Keenan House is the only college accommodation available for students with families and we therefore seek to offer a more specific service to meet the needs of residents.

We aim to provide a welcoming, secure, and engaged community where students feel their families are comfortable and valued as part of the college community. We will endeavour to provide safe and accessible play facilities for the younger residents and will seek to discuss any constructive suggestions as to improvements that could be made, as we are always keen to make the Ustinov experience as fulfilling as possible.

We wish you a happy and enjoyable stay at Keenan House and hope that you find Ustinov College all that you hoped it would be.