Residential Services and Support

Policy for dealing with students under the age of 18, who are living in halls

Accommodating students under the age of 18
The under 18's Accommodation Policy will apply to all students under 18 living in halls accommodation which are managed by Residential Services and Support (RSS).

This policy will not apply to students once they reach their 18th birthday.

This policy does not apply to students who are under 18 when they apply but become 18 before they arrive at Queen Mary University of London. References in this section to a "Parent" includes guardians or other responsible adults nominated by the parent or guardian as representing the student's interests whilst the student is at the University. References in this policy to "Students" are to students to whom this policy applies (i.e. under 18's), unless stated to the contrary.

RSS cannot assume parental responsibility for a student under the age of 18. All Students living in halls are expected to behave like adults and to assume adult levels of responsibility. Places in halls are offered on the understanding that the student will be able to adapt to living away from home and to look after him or her self in all practical matters.

RSS responsibilities to students under the age of 18 years.

1.0 RSS will:
1.1 Offer accommodation to all those students who fulfil the criteria set out by Housing Services accommodation policies and terms and conditions.

1.2 House students in accommodation close to where there is easy access to a 24 hour staffed reception facility, which is currently on campus at Mile End.

1.3 Allocate students to single en-suite rooms, as a priority.

1.4 Accommodate students who are under 18 years of age with other student residents who are over 18.

1.5 Carry out Disclosure and Barring Service (DBS) checks on staff who have one to one contact with under 18 year olds as part of their everyday duties, and routinely and regularly monitor them.

1.6 Provide relevant training and guidance for RSS staff employed by the University, room key holders and staff with regular access to study bedrooms and emphasise that all of them have a responsibility to report concerns.
1.7 Inform the person named as next of kin on the student's accommodation application form if residences staff become aware of and/or are concerned about the student's health and/or their general welfare; involvement in an accident; or serious breach of their accommodation agreement including rent arrears and damages.

1.8 Encourage staff in Student Union -managed bars/shops to check for proof or age for the purchase of alcohol and cigarettes.

1.9 Treat sympathetically any requests for a change of room within halls accommodation (always subject to availability and suitability).

1.10 Ensure that students are aware of whom to contact in case of difficulties, and ensure that students have means of ensuring confidentiality where they wish it. Staff will try and encourage students to involve a parent where appropriate but will take a student's request for confidentiality and the student's welfare as paramount.

1.11 Take seriously all suspicions and allegations of abuse and respond swiftly and appropriately.

1.12 Pay particular attention to training students in fire safety and evacuation procedures.

1.13 Ensure students are aware of laundry facilities and how to use them, and where to purchase food, personal hygiene products and other necessities.

2.0 The Residential Support team will:

2.1 Write to all students ensuring they have relevant information on support services available to them.

2.2 Offer one to one support to the student if requested and arrange follow-up meetings where requested by the student.

2.3 Make contact with the student’s academic department and request the name of a personal tutor/advisor who will support the individual throughout their academic studies.

2.4 Contact the student’s academic department to discuss any concerns regarding the student.

2.5 Make all parties who come in to contact with the student aware that the student is under 18. This includes other University staff and other student residents sharing facilities with the student.

3.0 RSS will NOT:

3.1 Carry out DBS checks for contractors attending to irregular ad-hoc emergency repairs within the residences. All contractors will, however, be required to carry identification and will carry out repairs/works between 9.00 am and 5.00 pm except in an emergency situation.

3.2 Act in Loco Parentis or provide direct supervision of the student. The individual’s parent or named guardian will remain primarily responsible for the welfare of the student. (Except in emergency situations where, for instance, the student may have dealings with the Police, or
in the case of a medical emergency when the student might not be able to make a decision him/herself).

3.3 Carry out DBS checks on other students – even where the other student(s) is/are over the age of 18.

3.4 Monitor how the student spends their time or manages their finances.

3.5 Inspect or monitor any accommodation which is not managed by Queen Mary University of London.

3.6 Intrude unnecessarily on the student's reasonable privacy.

**4.0 The Student will:**

4.1 Be required to enter into a standard-form accommodation Licence Agreement and abide by all its terms and conditions (including discipline).

4.2 Provide the name and address of a parent, guardian or other responsible adult who will be the point of contact for emergencies. This will be the next of kin mentioned on the students application form unless the student notifies Housing Services otherwise.

4.3 Leave their study bedroom to allow planned maintenance work to be carried out (advance notice of this will be given). The student will also ensure that access is allowed to carry out any reactive works when faults have been reported.

4.4 Allow access to their study bedroom by Halls Managers who will conduct checks of all rooms on a quarterly basis (advance notice will be given)

4.4 Register with the Student Health Service at Queen Mary University of London

All College accommodation is compliant with the UUK Accommodation Code:

![](image)

The Residents Handbook together with the Licence Agreement states all terms and conditions of residency: