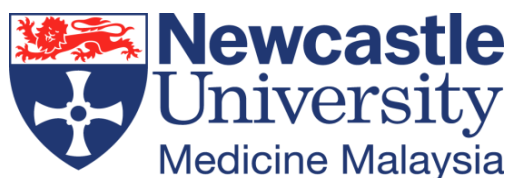


Damages Policy



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1.0 PURPOSE STATEMENT

To promote consistent and fair practice when dealing with damage attributed to residents or their guests.

2.0 APPLICABILITY AND SCOPE

All residents/guests, who have a contract, or booking for NUMed Malaysia managed accommodation.

3.0 DEFINITION

Any loss or breakages, including accidental damage, up to a maximum of MYR25,000*; this excludes damage caused by NUMed Malaysia, its employees or agents and allowing for fair wear and tear.

4.0 POLICY STATEMENT

It is the policy of NUMed Malaysia to recharge residents for the full cost of damage caused to their study-bedroom during the period of the contract. This is to maintain high standards ensuring future residents enjoy the benefits of good quality accommodation.

Where damage occurs in a communal area, for example common room or kitchen shared by residents in a flat, all occupants will be jointly charged unless an individual claims personal responsibility within seven days of notification. Residents are responsible for any damage carried out within their study-bedroom or for any damage caused by their guests.

It is important to be aware that all fixtures, fittings and soft furnishings may be manufactured to a higher specification than those found in a domestic environment hence the higher cost of replacement. A guideline of standard charges is available from the NUMed accommodation office.

All property repairs will be undertaken by an approved contractor - residents are not allowed, and should not attempt, to carry out repairs. Replacement furniture and fixtures will be purchased through NUMed Malaysia approved contractors.

5.0 RESPONSIBILITIES

5.1 SERVICE STAFF

- Ensure an inventory is sent by e-mail to all residents on their arrival. The inventory lists all fixtures and fittings within the study-bedroom and flat's communal areas which the resident has a contractual responsibility for.
- Carefully inspect flats/study-bedroom when an inspection is required, this includes every time a study-bedroom or flat is vacated. All damage found is to be reported to the Accommodation Team.
- Report damage found whilst carrying out normal duties. Room inspections are carried out during term and at the end of the contract, after all keys have been returned to the accommodation office.
- Take photographic evidence and note the date, time and place where the damage was found; where appropriate photographs will include a ruler or coin to indicate the size of the damage found.
- Inform residents when damage has been found. Residents will be notified via e-mail and photographic evidence of the damage will also be sent. Residents will be given 14 days after the e-mail has been sent to contact the Accommodation Team to discuss the damage charge. At the end of the contract year due to the high volume of inspections required, there may be a delay of up to three weeks before residents are notified of damage charges.
- Complete the appropriate paperwork to ensure the appropriate damage costs are recovered from residents.

5.2 RESIDENTS

- Ensure that the inventory, which will be given to you on arrival, is correct. On arrival, you will be sent by e-mail an inventory listing fixtures and fittings of any area that

you have a contractual responsibility for. You should check your inventory carefully noting any damaged or missing items before returning it to the accommodation office within seven days. If you do not reply, this will be taken to mean that you agree with the details on the inventory.

- Where a discrepancy is reported the Accommodation Team will arrange for appropriate repairs/replacement or the discrepancy will be noted so that a charge is not raised during or at the end of the contract.

6.0 APPEAL PROCEDURE

Any resident wishing to appeal against a damage charge must do so within 28 days of receipt of an invoice being raised. The appeal must be in writing and addressed to the Accommodation Team and should specify the grounds for appeal which may only be one or more of the following:

- Procedural irregularity
- Bias or prejudice
- Excessive or inappropriate charge

The appeal will be considered initially by the Accommodation Senior Manager who will decide whether there is a case for appeal; who will then confirm, vary or quash the original charge. Where the appeal has been dismissed there shall be no further appeal within the University.

Document control information		
<u>Does this replace another policy?</u> Yes / No If yes please state. NO		
Approval		
Approved by: NUMed Executive Board		Date:
Effective from:		
Review due:		
Responsibilities		
Executive sponsor: Provost		
Policy owner: (This maybe an officer or Committee)		Chief Operating officer
Policy author:		Senior Manager – Student Accommodation (Adapted from Newcastle University Student Damages Policy - University Owned Accommodation dated June 2021)
Person(s) responsible for compliance:		Section Heads
Consultation		
Version	Body consulted	Date
Ver 1		Aug 2014
Ver 2		May 2018
Equality Impact Assessment:		
Does the policy have the potential to impact on people in a different way because of their protected characteristics? Yes/ No/ Unsure: NO		
If yes or un-sure please consult the Diversity Team in HR for guidance		
Initial assessment by:		Date:
Key changes made as a result of Equality Impact Assessment		
Document location		