

# University accommodation room offer terms and conditions 2026 to 2027

The University of Bath is a member of the UUK/GuildHE Code of Practice for the Management of Student Housing. This means our accommodation meets nationally recognised standards for student welfare, safety, and fair procedures. The Code can be viewed online at [The Student Accommodation Code](#).

These terms and conditions are for Postgraduate students staying in University accommodation from January 2026 to January 2027.

## 1. Nature of the Accommodation Arrangement

### 1.1 License to occupy

When the University offers accommodation to students, it does so under a license agreement. The University is the Landlord, and the student is a Licensee. Whilst you will have permission to use the room/spaces allocated to you, it will legally remain in the possession of the University during your occupancy, and we will continue to exert control over the space. This means that whilst we will always endeavor to respect your privacy, you will not have exclusive possession of the property or any part of it and will not be able to exclude the University from it.

## 2. Offer of Accommodation

### 2.1 Room allocation

An accommodation offer is made subject to your correct confirmation to our Admissions office of the course you will be attending and subject to you (The Licensee) agreeing to abide by all the Statutes, Ordinances, Regulations and rules of the University (The Landlord).

It is important that you have read and understood these accommodation terms and conditions, and the [ResLife Code of Conduct](#).

Full University Regulations may be [viewed here](#).

Accommodation is offered to you for the period shown on the accommodation contract (Error & Omission Excepted) subject to you being a registered student at

the University at all times.

The accommodation charges are consistent with the course, year, letting and room details specified.

Should any of these details prove to be incorrect, for any reason, the University reserves the right to amend the accommodation fees as appropriate.

If you accept this offer, you will be allocated to the room indicated on the contract. Please note you are being offered a place of residence, and not a specific room. The University reserves the right to vary room allocations both prior to and after arrival as necessary for the purposes of good management of the residences.

When you accept the offer of accommodation, you will provide payment details to confirm the reservation.

Acceptance of a place implies that a student will remain in residence for the duration of the contracted period.

Students who are offered a place in family or couple accommodation should note their partner or family members are bound by the same terms and conditions listed in this document as well as the [ResLife Code of Conduct](#), and the student named on the contract is liable for the conduct of their partner and/or family members. The student named is liable to pay the full accommodation fees for the entire contract length.

Students who require a place in accommodation for a carer should note their carer is bound by the terms and conditions listed in this document and the [ResLife Code of Conduct](#) and the student named on the contract is liable for the conduct of their carer. Suitable carer accommodation will need to be requested through [Additional Requirements application](#), and is subject to availability.

All students should note that liability for payment of accommodation fees will commence once a place has been formally accepted by successfully completing the online-acceptance or completing and returning the off-line acceptance documentation or taking possession of the keys/access card or taking possession of the accommodation, whichever is the first.

The offer of accommodation and the price remain valid until the deadline stated in your offer email but after that date the offer of accommodation will automatically lapse if you have not accepted it.

## 2.2 Accommodation fees

Accommodation fees are set on an annual basis after consultation with the Students' Union and ratification by the General Finance Committee.

View [postgraduates](#) fees.

Please note that the dates of the letting periods are different from the academic session dates.

All prices quoted include data connection and utility costs, i.e., costs for water, heating and lighting, and [core possessions insurance](#).

To confirm the room allocation, Postgraduates are required to make an advance rent payment of £500 when they accept their accommodation contract. This advanced rent payment will be taken off the first instalment of rent due.

### Refund of advance rent payment

If we are notified before 01 January 2026 his advance rent payment can be refunded should the student be unable to take their place in Bath due to VISA problems or failure to meet the conditions of their course offer. If a student decides to obtain alternative accommodation and does not notify the ResLife team in writing within the 14 day cooling off period that they no longer require the accommodation offered to them, this amount is nonrefundable,

### Rent payment

The arrangements for payment can be [found here](#). Although payment for the year is due in advance, you can pay in three or four instalments according to the length of your contract. The exact amount due and the payment date is stated on your accommodation contract, or you can obtain details from the Accommodation Finance team by emailing [accommodation-finance@bath.ac.uk](mailto:accommodation-finance@bath.ac.uk).

### Non-payment of accommodation fees

Any late payments may be subject to late payment charges.

If the whole or any part of the Accommodation Fee remains unpaid for more than 14 days after the date that payment was due, we reserve the right to charge interest at 3% per annum above the Bank of England Base Rate for each day that the Rent is outstanding from the date that it is due until the date of payment.



Non-payment of accommodation fees could result in:

- Students being compulsorily moved into more affordable accommodation.
- Students being asked to leave University Residence and or rejection of future applications to live in University Residence during term time or vacation periods.

The University of Bath may also take the requisite legal actions to evict students for non-payment of accommodation fees. Any bank charges incurred by the University as a result of payments not being honoured by the payee's bank will be the responsibility of the student/payee.

### 2.3 Cooling off period and cancellation of acceptance

You have the right to cancel your contract by giving us written notice within 14 working days, beginning on the day after the date the contract becomes binding. The date the contract becomes binding is the date when your agreement to the terms and conditions of the contract is received by the University (either online acceptance or offline acceptance).

This right does not apply once you have collected the keys and moved into the room.

### 2.4 Termination of a place in University accommodation

[View full details of our termination policy.](#)

When you are offered a place in University accommodation and you accept it, you will be entering into a formal agreement with us.

The University will grant you a contract to occupy University accommodation for the set term and you will be tied in for that term.

You will be liable to pay the full costs of the accommodation for the whole term even if you decide to move out, unless we agree to terminate the contract early. We will only terminate the contract early in one of the following cases:

#### Termination at your request

##### (i) Students wanting to move to non-University accommodation

There is no automatic release date within the contract duration which can be

triggered if you wish to move out.

You can move out at any point in your contract, but we will charge you accommodation fees until you find a suitable replacement Licensee. **The suitable replacement student would need to be:**

- a current student registered at the University of Bath
- in the same course stage as you (Postgraduate study until January 2027)
- not currently in a contract with the university elsewhere
- has no outstanding debt to the university (tuition fees/previous accommodation)
- has not been asked to leave the accommodation in the past
- meet any specific gender or lifestyle preferences of your flat (i.e. quiet or vegetarian)

We will normally release you early from the contract if another suitable student takes up the accommodation allocated to you. You will remain liable for the accommodation charges until the replacement takes over. The license takeover date will be the same for both the departing and arriving student.

If no suitable replacement Licensee is found, then you will be charged until the end of the contract.

The chances of finding a suitable replacement Licensee during the academic year are usually low, so we advise you to consider this when accepting an accommodation contract with us.

You are not allowed to sublet the accommodation or allow other students to live in the rooms without formal permission from the Student Accommodation office.

**(ii) Summer English Language students**

There is no early release date within the summer pre-sessional accommodation contracts, however if withdrawal from study occurs for medical reasons or on compassionate grounds some flexibility can be applied.

**(iii) Termination following suspension or withdrawal**

The ResLife Team must be contacted for the relevant authorisation and contract termination form to be completed prior to the student departure.

It should be noted that such students are expected to vacate their rooms within two weeks of their suspension or withdrawal date.

Students entering suspension or withdrawing from their course early during the 2026/2027 academic year will be liable for a termination charge equivalent to four weeks rent from the date they leave residence.

**(iv) Students withdrawing on medical or health grounds**

Students withdrawing from study on medical or health grounds may be granted an exceptional exemption from the four-week termination charge. Students must inform the Reslife team and provide relevant supporting evidence, submission of evidence does not guarantee the exemption will be applied

**(v) Students completing and internship or placement**

Students who are completing a placement or internship directly related to their course and outside of commutable distance from their accommodation must provide written confirmation of internship in the form of an offer letter/email or supporting documentation from the department of study to be considered. Students must inform the ResLife team and submit the evidence prior to their departure. The date of release will be subject to the start date of your placement or internship, with the earliest possible release date being in line with the end of the standard postgraduate contract end date of 12 September 2026. Students wishing to leave prior to the 12 September, can do so but they will still be liable for accommodation charges for this period. Students will not be released early due to employment that is not a part of a course-related placement or internship.

**Termination by the University (i.e., for breach of ResLife Code of Conduct or non-payment of accommodation fees)**

If you are offered accommodation you must comply at all times with the [Code of Conduct](#) and [University Regulations](#) (together with all other terms and conditions outlined herein).

**(i) Breach of ResLife Code of Conduct/University Regulations could result in students being asked to leave University Residence.**

The University of Bath may also take the requisite legal actions to evict students on disciplinary grounds. This is because the University owes a duty of care to all its students and other third parties and we may need to terminate your contract early if your conduct is such that it adversely impacts on others (i.e., on their health, safety, wellbeing or academic progress etc.).

We would only take such action and move to terminate your contract if the conduct in question/impact on others was deemed to be sufficiently serious and we did not believe that the matter could otherwise be resolved.

Such action would only be taken if due procedure had been followed, using either the Disciplinary Code outlined below, or the University's Disciplinary Procedures for students or our [Health, Wellbeing & Support for Study Policy](#).

The University would give you suitable advance notice of the termination. If your conduct is such that it constitutes or may constitute a breach of University's Regulations for Students, please also note that action may also/otherwise be taken against you in accordance with our Disciplinary Regulations for Students or our Fitness to Study Policy (as deemed appropriate).

**(ii) Non-payment of accommodation fees could result in students being asked to leave University Residence.**

The University of Bath may also take the requisite legal actions to evict students for non-payment of accommodation fees. In such a case the University would give you suitable advance notice of the termination.

**(iii) Delayed Arrival and Room Reallocation**

If you have not taken up residence in your allocated room by the third week of term and have not contacted the ResLife team to confirm your intentions, the University reserves the right to withdraw your room allocation. Should this action be taken, you will be notified via email

## **2.2 Accommodation Service Levels**

Students are responsible for ensuring hygiene standards within their accommodation areas, including the cleaning of rooms and shared spaces and waste & recycling removal to the designated bin compound.

Waste & recycling removal and cleaning support is provided by the Residence Operations team. Details will be displayed on the kitchen noticeboards.

Any areas within University accommodation that are not kept to an acceptable standard, the ResLife team will issue a warning and give time to rectify. If the situation doesn't improve students may be charged for remedial action/specialist cleaning. Any associated costs will be levied collectively as appropriate on those sharing the area.

More information on standards can be found here

<https://www.bath.ac.uk/guides/cleaning-your-university-accommodation/>



## 2.3 Possessions insurance

The University does not accept responsibility for loss or theft of or damage to residents' or other individual's property, (to the extent permitted by law).

The University has arranged a core possessions insurance policy with UK& Ireland Insurance Services Ltd to cover your possessions whilst you are living in University Accommodation on a full-time contract. Your possessions are not covered whilst in transit or when transferring between rooms.

After accepting your accommodation contract, you need to- [review your cover here](#).

This provides details for your chosen accommodation and the cover provided by the University.

We strongly advise you to judge your insurance needs and extend the cover accordingly.

Please note that uninsured losses cannot be recovered. You may need to extend your cover for certain items, for example consider insurance for a pedal cycle if you have brought one to the University.

## 3 Health and safety

To achieve the necessary standards of health and safety, a positive commitment is required from all members of the University. It is the responsibility, under the Health and Safety at Work legislation, of every member of staff and every student or other person working or resident on University premises to ensure that they do not, except where it is unavoidable, create hazards for themselves or others.

All reasonable steps should be taken to eliminate or minimise such hazards and any item causing a hazard or obstruction shall be removed without prior notice and a charge may be made for the reasonable costs of removal and any storage which may be incurred by the University.

All employees and residents will take all reasonable steps to ensure that their own health and safety and that of anyone else who may be affected by their actions is not compromised in any way.

All works undertaken in University residences must be carried out by a competent, approved contractor, engaged and controlled by the University's Campus Services or Campus Infrastructure Departments.

All employees and residents agree specifically to take all reasonable steps to keep all passageways, stairways, exits and fire exits in University residences clear of obstruction and combustible materials at all times.



In addition, all residents are responsible for taking all reasonable steps to ensure that no rubbish, or any other material of any kind is placed or left to create any obstruction in the sinks, bath, showers, lavatories, cisterns or any other pipe or water course on residential premises.

All communal areas including stairwells, passageways, exits must be kept clear at all times. Any personal belongings must be stored in study bedrooms in a tidy manner.

The University reserves the right to check and confiscate residents' own items, if they are considered a safety risk. Please note that we will not be responsible for the upkeep of your belongings. The decision of the Residence Operations Manager in respect of any item's compliance with regulations shall be final.

### 3.2 Fire safety – prevention and advice

It is vital that you do not act in a way which will compromise the safety or general wellbeing of other occupants or staff. You should be aware that breaches of our smoking policy and misuse or damage of fire safety equipment (including alerting devices, extinguishers, etc.) can breach both criminal law and University of Bath ResLife Code of Conduct and will be dealt with appropriately.

#### Fire precautions

The following precautions should be noted, failure to comply could result a breach of the ResLife Code of Conduct:

- Propping open of fire doors is strictly forbidden.
- Information on fire assembly points is provided in bedrooms, kitchens and final exits.
- Every resident should know the whereabouts of the fire exit, escape route and alarm point nearest to his/her room.
- Students should familiarise themselves with the fire precaution rules and will occasionally be required to take part in fire drills.
- Students must evacuate during a fire alarm activation and not return to the building whilst the alarm is still activating or have before being given permission by a security officer to return, fire extinguishers and fire blankets are provided for your safety and must never be touched except for a genuine fire.
- If an extinguisher or blanket is used for any reason, please report it to the [ResLife Team](#) immediately.

- Damage or improper use of fire alarms, escape devices, smoke detectors or extinguishers, the propping open of fire doors, or failure to adhere to evacuation procedures, will be regarded as a serious offence and will result in University disciplinary action being taken.
- Smoking is prohibited in any building or within 4 metres of any building to prevent smoke being blown through open windows; For the purposes of Smoke Free Policy, the University treats e-cigarettes (and vaporisers) in the same way as smoking materials. Smoke detectors fitted near the kitchens and in the corridors are very sensitive and if activated, whether by accident or not, may call out the Fire Brigade.
- Residents should never tamper with or cover smoke detectors or smoke in their immediate vicinity.
- Since kitchen vapors or steam from showers can easily set off the detectors NEVER leave your kitchen or bathroom door open or tamper with ventilation facilities. Please open windows to ventilate these areas.
- To not obstruct or store items in communal areas within the accommodation fire escape routes.

### 3.3 Cooking safely

Operate appliances as per [instructions provided](#).

Never leave cooker grills, hobs or microwaves on and unattended. Switch off hobs/cookers and other equipment when not in use or unsupervised.

Do not allow a build-up of grease on cookers, hobs or grill pans. Residents are responsible for keeping them clean.

Do not close oven doors whilst grilling or before the grill has adequately cooled down

### 3.4 Electrical/heating appliances and safety

Portable fan heaters, electric fires, paraffin/oil heaters and gas appliances are strictly prohibited within the residences at any time.

All portable electrical appliances supplied within the residences by the University are tested in accordance with the appropriate published guidelines.

Residents are responsible for ensuring that any portable electric appliance that they choose to bring into, and or use within University accommodation is in a safe and fully operable condition. More guidance on what you can or cannot bring can be found [here](#). The Residence Operations team will advise if your appliance can be used in your accommodation. This will be guided by size of kitchen, and number of additional appliances requested for the kitchen.

Students must ensure the item is clearly marked with the CE mark. All student owned appliances will be visually inspected by the Residence operations team, to ensure they are safe and approved to use in student accommodation. All plugs must be fused and all electrical equipment must conform to the appropriate [British Standards](#).

In the interests of health and safety, the use of thirteen (13) amp socket adapter plugs is not permitted. If additional socket outlets are necessary, the use of purpose-manufactured, tough rubber/ PVC enclosed, fused trailing sockets conforming to the appropriate British Standards are permitted.

The main lead to a trailing socket must be a recognised insulated and sheathed flexible cable. The use of rubber fabric covered cables is forbidden.

In all cases, there should only be one appliance, or one fused trailing socket connected to any mains wall socket in University residences.

These requirements are in order to comply with legislation; therefore, you must not use any electrical item in the accommodation or other University of Bath buildings without complying with these requirements.

Where used, European plugs and adapters must also conform to the appropriate British Standards.

Items found not to be compliant or have not been approved to use in the accommodation will be confiscated, as we reserve the right to remove any such appliance which it considers to be prejudicial to the health and safety of occupants.

The owner or keeper of such an appliance will be advised via University email accordingly and required to either make appropriate repairs or remove the appliance from site immediately.

Please note that we will not be responsible for the upkeep of your belongings should we need to remove them from your room.

Students may not affix, install or use additional, temporary or permanent lighting within University accommodation, with the exception of free standing lamps, or LED lighting with CE mark. Where LED lighting is installed, this must not cause damage to the room or furniture and must be removed upon departure. Where such free-standing desk lamps are used, all due care must be taken to ensure they are not placed adjacent to potentially flammable items or materials.

Students must not tamper with any cable, switch, pipe or other equipment or fitting connected with the supply of electricity or water or with any electrical or other supply apparatus to include the trunking, cabling, machinery and equipment associated with wall sockets, the supply of heat, ventilation and light.

It is possible to accidentally overload the electrical supply to your room (maximum 5 amps), causing the fuse to blow. The trip switch may be situated in your room and can be simply reset, once you have disconnected the electrical items that are causing the overload.

If the trip still cuts out even after reducing the electrical current being drawn, please report it to the [ResLife Team](#) who will get the supply checked by a qualified electrician.

Disciplinary action may be taken against you, or action taken in accordance with our fitness to study policy for breaches of health & safety and damage to fire & safety equipment.

### 3.4 E-bikes and E-Scooters

Students must not bring into or store e-bicycles or electric scooters in the Accommodation except in the designated bicycle/scooter storage areas, and not to charge any electric scooters or e-bicycles in the Accommodation anywhere on campus except using any designated bike or scooter charging points on campus (if any).

Any e-bicycles or scooters not stored properly or which are left anywhere which obstructs an emergency exit or fire escape route will be removed by University staff and you will need to contact the ResLife Reception to make arrangements for collection.

## 4 Accommodation Options

### Quiet Accommodation

Applicants living in quiet accommodation need to show extra consideration to their flatmates and neighbours in keeping noise to a minimum wherever possible. For most of our accommodation it is expected that no noise or music should be heard in adjacent corridors or rooms after 11.30pm. However, for those assigned quiet accommodation it is expected that no noise or music should be heard in adjacent corridors or rooms after 10pm. Residents should come to a mutual agreement about noise at other times of the day.

Communal spaces can be used after 10pm but special consideration should be shown to other students in the accommodation group who may be trying to sleep.

While we can work to keep your immediate environment quiet, we cannot regulate the level of external or environmental noise.

### Alcohol Free Accommodation

When living in an alcohol-free flat or group you, or your guests, are not permitted to keep, drink or bring alcohol into your accommodation.

### Single Sex Accommodation

Students living in single [sex](#) accommodation can have visitors of the opposite sex in their accommodation but must show consideration to and be sensitive to their flat mates and should agree as a shared household parameters for guests of the opposite sex.

In addition, University staff or contractors of either sex may enter the accommodation from time to time.

## 5 Lost keys and access cards

The loss of keys or temporary cards should be reported immediately to the Accommodation Centre. Each replacement key costs £20 or temporary cards cost £5.

The charge will be raised on to the student account and will be payable after 72 hours.

If the student thinks the lost key may have compromised room safety (i.e., if they had address details attached in any way or in the same bag) they should report this to your Reslife Hub reception.

After 72 hours, a new key is cut and no refund can be issued, but, if found at a later stage, then it must be handed in to your Reslife Hub reception.

All our accommodation buildings have a secure card access system. Access to your accommodation is programmed onto your library card.

If you lose or damage your library card, you can obtain a replacement from the library at a cost of £5.

## 6 Utility supplies

All residents should be aware that the University cannot guarantee the continuity of the electricity, gas, water, and data network service supplies to University residences as such services are not entirely subject to the University's control.

The University will therefore not accept any responsibility or liability for any losses which may be incurred as a result of any interruptions in the supply of electricity, gas, water, telephony, television or data network services to University premises or breakdown of appliances (e.g., fridge-freezer), except to any extent resulting from its negligence.

We have a responsibility to reduce our environmental impact and our contribution to climate change. All residences are centrally heated and thermostatically controlled.

#### Heating in University accommodation

All heating is switched off overnight, but we aim to keep a minimum temperature within each room of 16 degrees centigrade and a maximum of 20 degrees centigrade during the hours of 7am to 11.59pm.

The radiators may only be warm to the touch and could go off completely should the internal temperature reach 20 degrees. The heating will be switched off in the summer months.

#### Heating in Polden

The heating system in the bedroom is set at:

- LOW = 18 degrees
- MED = 19 degrees
- HIGH = 20 degrees
- BOOST = 21 degrees

The sensor is on the front of the thermostat. This identifies the occupation of the room by movement and CO2 levels. If the sensor does not sense that the room is occupied after 30 minutes the heating will turn off.

The heating will also turn off if the window is open.

If you feel that your room temperature is below these when boosted, please let us know and we will get the report of your room's temperature from Campus Infrastructure to identify if there is a problem.

More information can be found in the [University Thermal Comfort Policy](#).

## 7 Notification of room audits

Room inspections will take place once a term to check maintenance, health and safety and hygiene. You will normally be notified of checks at least 7 days in advance.

Continued negligence to maintain cleanliness to a satisfactory standard in any area of the accommodation may result in disciplinary action.

## 8 Access to rooms

The University regards it as paramount that student privacy is protected insofar as reasonably possible. However, for the University staff to discharge and fulfil their property management and student welfare roles, students are required to provide access to their accommodation at all reasonable times and the University has the right to enter when it deems necessary.

We will give you reasonable prior written notice of our intention to access the Accommodation (reasonable notice being not less than 48 hours for an accommodation visit, 7 days in relation to planned maintenance and 24 hours' notice for more urgent maintenance).

Regular access requirement to allow good management of the buildings, such as weekly kitchen and communal area checks, will be detailed in print within the accommodation. E.g. on the ResLife Expectations poster.

Where you have reported the need for a repair, we will notify you that someone will be coming to your room or flat and may enter to carry out the repair whilst you are not there.

Where a fault in your accommodation has been identified by a member of the Campus Services team, or when [planned maintenance](#) is required, a minimum of 7 days' notice will be given (24 hours' notice for more urgent maintenance)

We will charge you with any reasonable costs we incur if, when calling on a pre-arranged visit, we cannot gain access to the Accommodation (e.g. because access is refused).



In exceptional cases, however, where urgent entry is deemed appropriate, entry may be requested without prior notice to you and/or outside of our usual working hours. These are:

- In the case of emergency;
- Where entry is lawful and necessary for the purposes of carrying out an arrest or executing a warrant of the criminal justice system (but not warrants issued to civil court enforcement officers);
- To abate a nuisance;
- or where there are serious concerns for the welfare of an occupier.

If we do not give you prior notice of our intention to enter the Accommodation, we will knock on the door first in order to see if you are present. If you are not present then, irrespective of whether or not this relates to a visit of which we have given you notice, we will let ourselves into the Accommodation using our duplicate key.

## 9 Vacating your room

At the end of your residence you agree to vacate the accommodation by 10am on the last day of your contract.

When you vacate, you are required to leave your accommodation in a clean and tidy state and ensure that it is in the same condition as it was when you arrived. You need to complete [departure agreement](#) to inform our Operations team before you vacate, so they can check your accommodation with you prior to departure.

You are under a duty to remove all personal effects and personal property before or when you leave (unless, exceptionally, alternative arrangements have been agreed and pre-authorised in writing by the Operations team). Any belongings left in your room following your departure will be deemed to be abandoned by you and may be donated or disposed of by the University in its discretion without further reference to you.

Ensure all items of post are also collected from your mailbox, prior to departure. Any uncollected items may be returned to the sender.

Once you have advised us that you have left your room, access to your accommodation building and room will be removed. Your waste is your responsibility, and you will be subject to charges if your room is not left in an acceptable condition:

- Penalty charges will be issued following departure for waste left, damages or additional cleaning required in your room.
- Up to two waste bags will be permitted to be left in the flat kitchen,

- thereafter each chargeable bag will be a communal charge, this includes bags left in corridors.

These charges will be made against your student account.

## 10 Communications

We will use your University of Bath email address (@bath.ac.uk) as the primary method of communication during your time in University accommodation. It is your responsibility to check your University email account regularly, as important information will be sent to you by this method.

We will notify you of (not limited to)

- Access to your room (e.g. maintenance, health & safety checks)
- Departure and end of contract instructions
- Events, opportunities and community engagement
- Any other important accommodation related information

Failure to read or act upon communications sent to your university email will not be accepted as a reason for non-compliance with your accommodation obligations.

## 11 Complaints

If you are unhappy with a decision that we have made or feel we have not fulfilled our obligations under this Agreement you should, in the first instance, discuss this with the ResLife team (reslife@bath.ac.uk). If you are not happy with the outcome and wish to pursue your complaint further, you should do so in accordance with the complaints procedure which can be reviewed at:

<https://www.bath.ac.uk/legal-information/reslife-complaints-procedure/>