

POLICY ON ENTERING RESIDENCE ROOMS/APARTMENTS - HARLOW CAMPUS

Privacy is an important component of the community living environment; however, the University acknowledges that authorized person(s) have the right to enter a student's room for any of the following reasons:

- There is a reasonable concern for the health, safety, well-being, and security of the student
- There are grounds to believe damage is being done to University property
- For custodial, maintenance and/or repairs that are either necessary or have been requested
- During emergency situations, such as verifying evacuation during a fire alarm or providing access by emergency responders
- When there is reasonable cause to believe that the Occupancy Agreement, University policy, a regulation, a code of conduct or the law is being violated
- To conduct periodic inspections that may be required by regulations
- Assisting Police with the execution of a valid search warrant. The warrant must have a magistrate/judge's signature; the warrant must state specifically the place to be searched and the items to be seized; the warrant must include the correct date the search is being held on

Authorised persons include: The General Manager or designated representative; Harlow campus employees who provide custodial and/or maintenance service; and external contractors hired for maintenance and/or repairs.

Care and respect must be exercised when invoking any of the Procedures which follow:

Procedure for Harlow Campus Staff entering Residence room/Apartment

- Harlow Campus Housekeeping staff will enter the student's room/apartment on average 2-3 times a week to clean, which students will be notified upon arrival.
- Harlow Campus maintenance staff have the right from time to time, during reasonable hours to enter and make any necessary repairs within student rooms, subject to reasonable notice being given.

1. Before unlocking the door, or entering a resident's room/apartment, Harlow Campus staff will first knock loudly.
 - a. If the room/apartment door is open, Harlow Campus staff will announce themselves, identifying who they are, ask if anyone is present, and state the purpose of their visit before entering the room/apartment.
 - b. If the resident answers the door, the Harlow Campus staff member will announce themselves, identifying themselves and any other person accompanying them, and explain the purpose of the visit, before entering the room.
 - c. If no one answers the door, the Harlow Campus staff member will wait, knock again, before unlocking the door. Before entering the room/apartment the Harlow Campus staff member will announce themselves loudly, stating that they will be entering and ask whether anyone is present.
2. If access to a bedroom within an apartment is required and:
 - a. The bedroom door is open and the resident is present, the Harlow Campus staff will state the purpose of their visit before entering the room or
 - b. The bedroom door is closed, step 1 is repeated at the bedroom door.

3. Normally and where possible, a minimum of 24 hours notice is provided to the students when work, which is not a result of a submitted maintenance request by the student, is to be performed in the room/apartment.

4. Normally, work is not performed in a room/apartment before 8:30am.

5. Harlow Campus staff members must ensure that a room/apartment is never left unlocked when unattended, even for a short period of time.

6. If a Harlow Campus staff member is required to unlock and/or open a window, they must ensure that it is closed and locked before they leave.

7. If the room/apartment was entered while the resident was not present, the Harlow Campus staff member will leave a note on the door indicating the date, time and purpose for entering the room.

8. Housing staff must record the event and related details in the Housekeeping daily log or maintenance log, as applicable.

Procedure for External Contractors to Enter Residence Room

1 Normally and where possible, a minimum of twenty-four (24) hours' notice is provided to the occupants when external contract work is being performed.

2. External Contractors that require access to a student's room/apartment must be accompanied by a member of Harlow Campus staff.

3. External contractors must obtain swipe cards/keys, if required, from the General Manager/Maintenance Operative, and must sign the visitors book at reception.

4. External contractors will follow the same procedures (steps 1-7) from the Procedure for Harlow Campus Staff Entering a Residence Room.

Revision date: 18 July 2022 (no material change)

