

Conditions of Occupancy

College Residences

2018-2019

All residents should read and understand the terms contained in this document before accepting the offer of rooms.

The occupancy of a room in College Residences is subject to the ‘Conditions of Occupancy’ detailed in this document.

In accepting the offer of rooms, you agree to abide by the Conditions of Occupancy.

Fire Safety and Orientation Talk(s) and Fine

At the start of each academic year, you are requested to attend a *Fire Safety and Orientation Talk*.

Accompanying the privilege of residential rooms come certain responsibilities. The first and foremost of which is to ensure the highest standards of safety are maintained and this is a topic covered in the talk. Details of above talks(s) will be issued on schedule 4 accompanying your offer.

For Trinity Hall:

[http://www.tcd.ie/accommodation/assets/PDF/schedule 4 trinity hall.pdf](http://www.tcd.ie/accommodation/assets/PDF/schedule%204%20trinity%20hall.pdf)

For Campus:

[http://www.tcd.ie/accommodation/assets/PDF/schedule 4 campus.pdf](http://www.tcd.ie/accommodation/assets/PDF/schedule%204%20campus.pdf)

It is a legal requirement, under the Fire Services Act 1981, that such a fire safety lectures take place and attendance is therefore compulsory for all residents each year. Failure to attend will result in the imposition of an automatic €250 fine.

Locations and Definitions

These *Conditions of Occupancy* are applicable to all College Residences including those located on the main campus at College Green and at Trinity Hall, Dartry Road, Dublin 6.

There may be local differences in the Conditions of Occupancy between the main campus and Trinity Hall. Such differences will be described within these Conditions as appropriate or in relation to organisational arrangements may be described within the Residents’ Handbook relevant to the location.

Within the document the words “relevant College Officer” will refer to either the Warden of Trinity Hall in relation to rooms or residents at Trinity Hall or the Registrar of Chambers in relation to rooms or residents on the main campus.

Unless specifically stated, throughout this document reference to the Accommodation Office will, for residents at Trinity Hall mean the office located at the Hall reception and for residents on the main campus will mean the Accommodation Office at West Chapel.

Similarly, the title Accommodation Officer will refer to either the Accommodation Officer – Trinity Hall or the Accommodation Officer located on the main campus.

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1 Licence

These Conditions of Occupancy together with the 'letter of offer' constitute the licence to reside in the allocated accommodation in College residences. The purpose of this licence is to permit the licensee to reside in College rooms for the period detailed in the 'letter of offer' and described in Schedule One provided that the licensee is associated as a student or otherwise has an academic association with Trinity College Dublin for the duration of the licence.

This Licence and the terms and conditions attaching to it represent the entire agreement and understanding of the parties save only in respect of any rules or regulations which may be made from time to time by Trinity College Dublin for the orderly use and management of residential accommodation which, when notified in writing to the occupier or otherwise published, shall be deemed to form part of the Conditions of Occupancy and, save as aforesaid, no other terms and conditions may be agreed with a resident unless they are stated in writing and signed by the relevant College Officer or the Accommodation Officer.

2 Accommodation Allocated

The accommodation offered is described in the 'letter of offer.'

Where there is common or shared space such as kitchens and bathrooms within or adjacent to the accommodation, the occupants have joint responsibility for these areas.

2.1 Central Facilities

At Trinity Hall all residents will have access to central student association, service and recreation facilities. The provision of and access to such facilities is at the discretion of the College. The payment of rent in respect of the accommodation occupied does not give an entitlement to the use of the central facilities.

3 Assignment of Licence

This Licence is personal to the resident and may not be assigned, sub-licensed or otherwise dealt with, in whole or in part, by the resident without obtaining the prior written consent of the relevant College Officer. Normally, only another full-time student at the College would be acceptable as a substitute.

4 Revocation of Licence

This licence is only valid if and for as long as the resident is a registered full time student of the College. In the event that the resident ceases to be a registered full time student of the College or leaves his/her course, this licence will be revoked. In the case of residents who withdraw from College or go "Off Books", they must surrender occupancy of their accommodation with liability for rental and utility charges as laid out in Paragraph 5.

The licence may also be revoked on written notice delivered by post, e-mail or by hand to the apartment or room occupied for the following reasons:

- Gross and/or continued misconduct which in the opinion of the Provost makes it undesirable for the resident to continue in residence.
- Actions or omissions which seriously endanger the health, safety or security of College residences, staff or residents.
- A criminal conviction where a custodial sentence is imposed.
- Being in excess of 8 weeks in arrears in the payment of residential charges.

- In the case of an occupant of a shared bedroom, following the departure of the other occupant, the failure to agree to occupancy by a new occupant.

5 Surrender and Early Vacation

Occupancy of rooms may be surrendered with certain provisos.

5.1 Four weeks written notice is given to the Accommodation Office which is received on or before the first working day of December, with the room vacated by the 1st January.

In this case the licensee will also be liable for rental and utility charges for a further period of 4 weeks after the expiry of the initial notice period.

In the event that the licensee vacates before the expiry of the required period of notice, the licensee still remains liable for the rental and utility charges for the full notice period. After the expiry of the period of notice, the licensee is liable for the rental and utility charges for a further period of four weeks.

5.1.1 The four week liability may be reduced to the length of time the place remains vacant during that period in the following circumstances.:

- Where the departing resident introduces in a new applicant who is acceptable to the relevant College Officer to take up occupancy.
- Where the place is filled by another applicant. In such cases where there is more than one vacancy, vacancies will be filled in rotation in the order in which they arise.

5.2 Where the room is to be vacated on or after the 1st January, four weeks written notice must be given to the Accommodation Office. In this case the licensee remains liable for the full cost of all rental and utility charges to the end of the licence.

In the event that the room is re-let as described in 5.1.1 above, credit may be allowed for the period the room is re-let.

An administrative charge will be applied for the costs of administering early departure and room transfers.

6 Liability and Responsibility

6.1 General

A Resident is required to:

- Behave in a manner which does not cause distress or embarrassment to other occupants or staff and/or interfere with the rights or property of others.
- Behave in a peaceful and civil fashion in his/her interaction with other residents, staff and visitors to residences and within the general environs of College premises.
- Identify himself/herself to a member of the security/attendant staff or any other officer of the College who duly identifies themselves as such.
- Take responsibility for the behaviour, actions and omissions of his/her guests.

6.2 Communal Areas

Residents within an apartment are jointly liable for the shared areas within the apartment including the internal corridor and the kitchen/living room.

Within residential houses, the cost of making good any damage, vandalism or other loss caused by unidentified persons, may be a charge against all the residents of that house.

6.3 Negligence and Consequential Loss

Where damage or loss arises through the negligence (whether by commission or omission) of a resident, the resident shall be liable for any consequential costs that arise which are legally recoverable by the College except where such losses can be recouped from insurers.

6.4 Damage

Residents undertake not to:

- Change or damage the decorative finish of the apartment or study bedroom or communal areas of the building.
- Affix any notice, poster, or similar article to the walls, doors, furniture or ceilings in such a way as to mark or damage the decorative finish. The use of 'blue tac', sticky tape, drawing pins or nails is prohibited. Picture hooks supplied by the occupant, will be fitted by maintenance staff on request to the Accommodation Office.
- Cook without ensuring that mechanical ventilation is switched on.
- Dispose of furniture which may have become damaged through general wear and tear.
- Introduce bicycles, shopping trolleys or traffic signage to any area of residential houses. Bicycles will be removed from residential buildings at the owner's risk.

Residents shall:

- Keep clean and free from obstructions the drains, sanitary apparatus, shower trap, water and waste pipes serving the bathrooms and the kitchen. (Residents are advised to ensure that grease, waste foodstuffs or hair do not clog sink or shower outlets.)

7 Accounts

7.1 Currency and Payment Methods

All accounts are payable in Euro. Payment must be made through the electronic payment channels advised by the Accommodation Office.

7.2 Residential Charges and Account Dates

Residential charges, other utility and service charges (where applicable), and the dates on which payments in respect of these are due are detailed in Schedule Two and can be found at the following link:

http://www.tcd.ie/accommodation/assets/PDF/schedule2_1819.pdf

Residential charges and accounting periods may be varied from time to time by decision of the Board of the College. In such cases residents (or allocatees) will receive one calendar months' notice prior to the implementation of revised charges.

7.3 Payment Due Dates

All rental and utility payments must be made at least 7 working days prior to the first day of the period to which they apply. Where payments have not been made by the first day of the period, the account will be considered to be in arrears.

7.4 Late Payment

Currently, a late payment penalty of €212 will be applied in respect of overdue balances in late February, with a further penalty of €146 being applied if there are overdue balances in mid-March.

7.5 Overdue Accounts

Accounts will become overdue in accordance with the conditions laid down in the College's Student Fee Payment Terms and Fee Management Policy. Where residential charges on a student's account are overdue, notice to quit will be issued by the relevant College Officer. Four weeks' notice will be given with the notice to quit.

The College's Student Fee Payment Terms and Fee Management Policy also provides for sanctions in relation to overdue charges of €100 or more. These sanctions include barriers to academic progress, including access to registration, exam results and commencement. This policy also provides for the referral, in certain cases, of unpaid charges to a commercial debt collection company.

7.6 Disputed Charges

In the event that a resident wishes to dispute any charge included on an account or otherwise advised to a resident, written notice must be sent to the Accommodation Officer within two weeks of the date of the advice of the charge. Disputed charges must however be paid by the due date.

7.7 Miscellaneous Charges

From time to time various charges for services, facilities or costs incurred on behalf of a resident may be applied to a resident's account. These are normally payable at the time incurred or immediately on notification.

7.8 Administrative Charge

The administrative charge referred to within these Conditions of Occupancy is €75.

7.9 Special Consideration

Notwithstanding the arrangements in relation to accounts detailed above, from time to time and at its sole discretion, the College may agree varied arrangements with individual residents where there are special and mitigating factors. Requests for such consideration should be addressed to the Accommodation Officer.

8 Occupancy

8.1 General

Residents shall have due regard to the Conditions of Occupancy and other guidance on living in College. Such guidance will include information including the relevant "Residents' Handbook" published on the Accommodation Office web pages provided that where material is published during the course of the period of occupancy, residents are notified by email.

8.2 Residential Usage

- Accommodation is allocated to residents for residential occupation only. The accommodation may not be used for the conduct of any business nor can it be used as a business address. Activities that are prohibited include performance rehearsals, meetings, any practical experiments whether course related or otherwise.
- This condition does not preclude the resident undertaking administration in relation to recognised College societies and clubs.
- The allocation of accommodation on the basis that a resident is a committee member of a club or society does not enable that club or society to conduct business within the accommodation.

8.3 Safety and Security

- Detailed information on fire safety, fire prevention and action in the event of a fire alarm or outbreak of fire is published separately and residents are required to follow the advice and procedures detailed.
- Residents are required to attend a compulsory orientation lecture which includes as its main modules presentations on fire safety and personal security (see Schedule 4). Non-attendance at this orientation lecture without prior permission of the relevant College Officer will result in a fine of €250.
- Residents are required to cooperate with all measures the College instigates in the discharge of statutory and compliance responsibilities.
- Upon the activation of the fire alarm residents are required to promptly evacuate the buildings and assemble in accordance with standing instructions.

8.4 Fire Safety Equipment and General Safety

- All residents must take every reasonable precaution to guard against fire and to ensure that fire alarm systems are not accidentally activated. In particular, residents are required to ensure that cooking fumes are contained within kitchens and do not reach adjacent detectors.
- The College Board has resolved that tampering with or misusing fire equipment or means of escape will be considered a major offence. Any person found activating a fire alarm or discharging an extinguisher without good reason will be responsible for the costs that arise including all additional costs associated with making good any damage or necessary cleaning. In the event that equipment is damaged or misplaced the cost of replacing this equipment may be a charge against all residents having access to the area where the equipment was located.
- Standing charges in relation to the replacement cost of fire safety equipment will be published on the Accommodation Office web pages from time to time.
- Candles, incense burners, aromatic oil burners, joss sticks or any other similar items are prohibited.
- Residents may not cook by deep fat frying except in a thermostatically controlled enclosed deep fat fryer designed for that purpose.
- Cookers and other domestic appliances must be used in accordance with the manufacturers recommendations and guidelines issued by the Accommodation Office.
- Kitchens should never be left unattended while cooking is in progress.
- No alterations may be made to the electrical or heating systems within accommodation.
- Where necessary only properly fused extension leads may be used.
- In no circumstances should more than one appliance be wired to a single plug.
- Portable gas or paraffin heaters or other appliances using such fuels may not be introduced to residences.

- Other combustible liquids may not be stored in residences (petrol, oil paints, solvents, etc.).
- Lifts are provided for the use of residents in certain locations. Residents who are found to have caused malicious or intentional damage to the lifts will be responsible for the call-out charge and any associated repair costs.

8.5 Security

- Residents must take reasonable steps to provide for the security of all residential buildings including common areas.
- No resident may admit a person who he/she does not know or who is not their invitee, to any residential house (this includes the use of the intercom door release system).
- Key cards and metal keys should be kept securely and should not be given to any third party.
- Doors may not be wedged or held open.
- Residents may not interfere with or obscure CCTV cameras.
- Before leaving accommodation unattended, residents should ensure their bedroom door is locked and that all windows are properly closed and locked.

8.6 Keys

- Where a brass or metal key is lost, the loss must be reported as soon as possible to the Accommodation Office or, outside office hours, to the attendant/security officer on duty. Unless the staff are satisfied that the lost brass key poses no security risk, the lock must be changed at the resident's expense. Details of the standing charge for the replacement of locks and keys are published in the Residents' Handbook.
- Where electronic keycards are lost or damaged, they may be replaced at the Accommodation Office for a small replacement cost. Outside normal office hours the attendant or security staff on duty will provide temporary keycards valid until the Accommodation Office re-opens.

8.7 Health

- Residents who experience mental health difficulties or mental illness are advised that the College has a formal Student Mental Health Policy and Guidelines. This may be viewed at: https://www.tcd.ie/about/content/pdf/policy_mentalhealth.pdf. In addition, in urgent or serious cases the Junior Dean has powers under the College Statutes to take certain actions. At Trinity Hall the Warden fulfils the role of the Junior Dean.
- Any resident who contracts a notifiable communicable disease that may be spread by airborne infection to other residents sharing accommodation, is required to notify the Accommodation Office at the earliest opportunity. In this event the Accommodation Office may take advice from the College Health Service and public health authorities. The resident shall comply with the terms of that advice.
- Residents who may, because of a medical condition, self-administer medical treatments while in residence, must take proper steps to dispose of any material which may constitute a hazard. Material such as needles or other sharps, medical tubing or other waste, must be disposed of according to best practice. Under no circumstances may such material be placed in the domestic refuse collection receptacles.

8.8 Cleaning and Hygiene

In the interest of maintaining accommodation in a clean and hygienic condition residents are required to:

- Keep bedrooms in a reasonably tidy condition and store clothes in wardrobes and drawers.
- Supply and regularly launder or dry clean bed linen.
- Clean and wash cooking utensils and crockery immediately after use.
- Remove kitchen waste on a daily basis.
- Periodically clean cookers and defrost fridges.
- Carry out normal domestic cleaning within bedrooms and apartments.
- Properly sort all waste material according to the recycling instructions published on <https://www.tcd.ie/provost/sustainability/> and displayed within residences. Such material should be taken to recycling stations daily.

8.9 Animals and Pets

With the exception of guide dogs, no animal or pet may be introduced or housed in residences without the permission of the relevant College Officer.

8.10 Motorised Vehicles

- On the main campus except where special circumstances arise, residents are not entitled to permits to park on campus.
- At Trinity Hall parking is strictly controlled according to regulations published in the Trinity Hall Residents' Handbook.

8.11 Overnight Guests

- All visitors and guests must leave accommodation prior to times designated by the relevant College Officers and published in the Residents' Handbooks at each location. For the main campus the designated time will normally be midnight. At Trinity Hall the designated time is normally 11.00pm.
- Any visitor or guest within accommodation after the designated time will be deemed to be an overnight guest.
- Guests may be signed in electronically through the completion of an overnight guest request found within the resident's online accommodation account at <https://accommodation.tcd.ie/StudentBookings>
- Hosts are responsible for the behaviour and actions of their guests.
- Residents may only host one overnight guest at any time and for no longer than the number of nights stated in the Residents' Handbook without the permission of the relevant College Officer. Permission should be sought at least 5 days prior to the guest's arrival.
- Guests will not be admitted to residences after midnight unless they are in the company of their host.
- Any resident who hosts overnight guests with what the relevant College Officer considers to be excessive frequency may be required to obtain advance permission for each occasion that an overnight guest is to be hosted. The permission may be declined.
- The relevant College Officer may prohibit a resident from hosting further overnight guests for a period of time at the relevant Officer's discretion, where a resident has failed to observe the conditions relating to overnight guests.
- The relevant College Officer may, on giving one week's notice, suspend or restrict for any period the facility to host overnight guests where this is, in his/her view, in the interests of residences generally or is of assistance to the management and operation of the facility. In exceptional circumstances it may not be possible to give one week's notice.
- Overnight guests are normally restricted over the Christmas and New Year period, the night of the Trinity Ball and during the annual exam period. At such times it may be necessary to apply in advance to the relevant College Officer for written

permission to host an overnight guest.

8.12 Quality Assurance Inspections and Maintenance of Standards

- In order to assure the maintenance of reasonable standards, to inspect the conditions of apartments and to check compliance with the Conditions of Occupancy, quality assurance inspections may be undertaken. Notice will generally be given when routine inspections are planned. Staff carrying out these inspections have the discretion to define acceptable standards and to judge compliance with such standards.
- Where in the opinion of the inspecting staff an acceptable standard of cleaning and hygiene has not been attained, the resident(s) will be given an opportunity to bring the accommodation up to standard. If on further inspection, an acceptable standard has not been attained, cleaning will be arranged and the cost will be charged to the resident(s).

8.13 Furniture and Fittings

- Residents may not introduce any additional furniture (particularly settees or beds), without the prior approval of the Accommodation Office.
- Residents may not remove or move to another apartment any furniture or other item included on the inventory of contents.
- Residents may not attach any additional fixtures to any walling, furniture or woodwork.

8.14 Inventory, Defects and Dilapidations

- On taking up occupancy, residents must record electronically any prior defects or missing inventory through the completion of an Inventory Acceptance or Query found within the resident's online accommodation account at : <https://accommodation.tcd.ie/StudentBookings/> This must be submitted 7 days of taking up residency.
- After a resident departs, rooms will be inspected and charges will be raised for any missing inventory or for any dilapidations not due to fair wear and tear as determined by the housekeeping supervisor.

8.15 Parties

A gathering of more than 8 persons within a set or kitchen/common room will be deemed to be a party. Where there are more than 4 residents in an apartment, a gathering of twice the number of residents will be considered to be a party. Parties may only be arranged with the permission of the Junior Dean or Warden of Trinity Hall. **Seven working days** advance application must be made to the Enquiries Office in the case of residences on Campus and reception at Trinity Hall in the case of residents at Hall. A deposit may be requested and this will be payable in advance.

9 Maintenance and Physical Works

Residents must cooperate with College or its agents or works staff entering accommodation for the purpose of examining the state of repair and condition or for the purpose of effecting repairs or renovations.

9.1 Maintenance

Residents are expected to report defects as soon as practicable so that remedial action may be taken. Maintenance may be reported electronically through the use of the maintenance request form within the resident's online accommodation account at : <https://accommodation.tcd.ie/StudentBookings/> In the event maintenance requests are

received late in the working day they may not be reported to Estates and Facilities staff until the next working day. Estate and Facilities staff are however available on-call to attend to urgent problems requiring immediate attention after normal hours for reasons of health and safety only. Reports of problems should in the first instance be reported through the resident's online accommodation account or after hours, to the attendant on duty or on campus to Front Gate.

College reserves the right to decline to provide out of hours maintenance response.

9.2 Vacant Possession

The College may require a resident to vacate the accommodation by virtue of necessary alteration, repairs or decoration having to be carried out to the accommodation or apartment, or by virtue of such other circumstances as the College may reasonably consider requires vacation. The resident shall vacate the accommodation within such period as the College may stipulate provided that alternative accommodation is made available to the resident for the period involved. The College shall not be liable for any loss, cost or expense suffered by the resident by reason of vacation of the accommodation or the substitution of alternative accommodation

9.3 Planned Projects, Preventative Maintenance and Service Work

Planned decoration and renewals are carried out during the course of the year and are where possible notified to residents at the earliest opportunity. In certain instances the nature of the work is such that residents are required to move temporarily to other accommodation.

Access to accommodation is required by College staff and service contractors to test fire equipment and to carry out other work such as window cleaning.

9.4 Disturbance

Construction work and work related to the delivery of utilities may, from time to time, take place on College property in the vicinity of residences. Within residences, work may take place in basements, service ducts or attic spaces. In such cases, College will, to the extent that it is practical and economic, attempt to minimise disturbance and inconvenience caused by such work. College will not however be responsible for such disturbance or for the interruption of services that may result and will not entertain claims for loss of amenity.

College will not be responsible for any disturbance from work taking place on any third party sites in the general vicinity of College residences.

10 Privacy

Residents are entitled to privacy within their accommodation except as provided for in these Conditions of Occupancy. Residents may expect, except in emergencies, to receive advance notice of a requirement to enter their rooms subject to the exceptions below.

In the case of the operation and management of residences where there is a valid reason to enter rooms advance notice may not be given by the following:

- the relevant College Officer (the Junior Dean or Warden) and their appointed assistants.
- management and operations staff of the College including the Accommodation Office, Security and Attendant staff, Estate and Facilities and their retained service contractors.

11 Smoking

It is College Policy that smoking including E-cigarettes is prohibited in all buildings. This Policy applies to all areas within residences.

12 Personal Property

The College has no responsibility for and is exonerated from any and all liability for any loss of valuables or personal belongings kept in or at the accommodation which shall remain at the sole risk of the resident. Any property or belongings left behind after departure which appears to be of value will be retained for three months and thereafter will be deemed to have been abandoned and will be disposed of by the College.

13 Banners and Other Visible Material

Residents are prohibited from exposing any bottles, containers or other articles in any windows within accommodation, nor hang, or permit to be hung, or expose any clothes or other articles or to exhibit any signboard, poster or advertising matter, or any placard, flag or banner outside, in or on the accommodation or outside residences. This will apply to any material or action that may be deemed to be similar in nature.

14 Windows

Residents are prohibited from throwing any object from windows and are prohibited from entering or exiting accommodation by way of a window.

15 Conduct

Notwithstanding any specific statements in the Conditions of Occupancy and general disciplinary and behaviour codes approved by the Board of the College the following general requirements apply:

- Residents must conduct themselves in a manner that is conducive to good order and in the collective interest of residents.
- Residents should not through act or omission endanger the safety or security of other residents.
- Residents are required to cooperate with the supervisory system operated on campus and at Trinity Hall.
- Residents must on request identify themselves or produce their ID card and/or room key/keycard to any person reasonably in authority. This includes the relevant College Officers and their appointed assistants, attendants, security staff and administrative staff.
- Residents are required to comply with any reasonable directions given by such staff.
- Residents may not take any actions with the intention of obstructing the proper management and operation of residences and must facilitate access to accommodation for such purposes.
- Residents may not engage in any activity designed to intimidate, harass, bully or otherwise cause distress to other residents or staff.
- Residents may not issue any false or malicious statement or otherwise incite discriminatory action against any resident or other person associated with residences.
- Residents may not enter or gain access to roofs, attic spaces, or any other areas that are designated as out of bounds.
- At Trinity Hall, residents may not enter or cause any other person to enter, or throw or float any objects on the attenuation pond or other water features.

16 Discipline

- The Junior Dean is responsible for student discipline on campus.
- The Warden is responsible for student discipline in relation to matters arising as a result of occupancy of rooms at Trinity Hall.
- The Junior Dean and the Warden may from time to time assign such responsibilities to their Assistants.
- Discipline will be exercised in accordance with the College's disciplinary code.
- Where appropriate most minor infractions will be dealt with summarily and residents will in the first instance be called to interview and will be advised in advance of the reason for the interview.
- Details of the disciplinary procedures are available on:
https://www.tcd.ie/Junior_Dean/student-discipline/ and for Trinity Hall at :
<http://www.tcd.ie/accommodation/residential-officers/warden-of-trinity-hall/discipline-in-hall/>
- In addition to any fine imposed, the College may wish to recover the cost of any damage caused or the value of missing inventory and to recover any consequential costs or loss.

17 Communication

17.1 Representation

- The primary representational structure for students is the Students' Union and Graduate Students' Union.
- The Students' Union is represented on College committees dealing with matters related to accommodation.
- Residents on campus are represented by the SU Welfare Officer. At Trinity Hall residents are represented on the Trinity Hall Residents' Council by representatives elected by the residents or appointed ex-officio from the Junior Common Room.

17.2 Communication

- Communications with residents will be by letter, e-mail, by circulated published booklets and by postings to web pages. The issue of an e-mail to a resident's College e-mail address will be deemed to be adequate notice.
- Where information or guidelines are published to a webpage the issue of an e-mail link will be deemed to be sufficient notice. All residents using personal computers will need to have software able to read Adobe PDF format documents.
- Matters related to pastoral care, discipline, inter-resident relations and similar should be addressed to the relevant College Officer. Administrative matters or operation matters that are not urgent, should be addressed to the Accommodation Office during normal office hours.
- For urgent operational matters outside normal hours, residents should contact the security centre at Front Gate on Campus or the Residential Services Staff on duty at Trinity Hall.
- Matters related to pastoral care, discipline, inter-resident relations and similar should be addressed to the relevant College Officer.
- Complaints and requests in relation to residential matters including the management of the facility, maintenance, services and financial issues should be directed to the Accommodation Office.
- Verbal communication from residents in relation to the occupancy of rooms or residential charges and accounts will not be deemed to be adequate communication. Such communications should be confirmed in writing or by email.

18 Management and Operation

- The College will determine the management and operational regime that is appropriate to provide an economic and adequate level of service for College residences.
- Due priority will be given to the delivery of services particularly maintenance, on the basis of accepted norms, need, urgency and the number of residents effected.
- The College is not liable for interruptions in the provision of utilities by third parties. Whenever scheduled interruptions are planned for maintenance or other reasons the College will endeavour to provide advance notice to residents.

19 Data Protection and Privacy

- Students applying for or occupying Trinity accommodation acknowledges and agrees that the Trinity College Dublin is permitted to hold personal information (including sensitive personal data) about the student for the purpose of the management and operation of its student accommodation. This information may also be used for the related purposes of the College's disciplinary, pastoral care regimes and for residential account management. Personal information may interface to the Accommodation Office software system from the Student Records system.
- Personal data held by the Accommodation Office will be subject to the data protection policies of Trinity College. Such data will be held securely within Trinity and will not be made known to any third parties outside of the College without the permission of the student. Within Trinity, this data will only be made known as appropriate and required to the staff of the Accommodation Office and to relevant College officers including the Registrar of Chambers, the Junior Dean, the Warden of Trinity Hall, the Senior Tutor and professional staff within student service departments. Limited information including name, ID and room number will be made known to the College's security and attendant staff overseeing residences.
- Personal information will only be held for the period of time that is necessary for the operation and management of residential accommodation. Students have the right to view the personal information held and may request that information is corrected or updated as necessary. Requests may be made to:

Email: Information.Compliance@tcd.ie

Telephone: +353 1 896 2154/8486

Address: Information Compliance Office, Secretary's Office, West Theatre, Trinity College, Dublin 2