

Unite Students Behaviour Management Process

As part of Unite Students' commitment to providing a safe, secure and supportive environment for customers, visitors and staff working within its properties, a uniform approach to dealing with anti-social behaviour and drug related issues is in place.

The three stage process detailed below uses a green, amber and red system to deal with customers who are found to be behaving anti-socially or using drugs (including legal highs) on Unite Students property. This is to be implemented alongside the monitoring of customer behaviour and should be strictly adhered to regardless of the time scales involved between each incident.

Before entering the process, offences which are considered minor can also be managed without the need for a green meeting. If deemed appropriate a local conversation with the customer(s) involved, often by a member of the Service & Safety team, may be used for such offences. However, if illegal drug use is evident the police will always be notified, even if they are not able to attend.

1. A complaint is received, an incident occurs or staff are made aware of anti-social behavior or suspected drug use.
 - 1.1. Unite Students will consider if a conversation with the individual(s) involved is sufficient. The conversation will always be followed up by a letter to confirm the actions agreed.
 - 1.2. If the situation is more serious, or not the first time an issue has occurred the green stage shall be initiated.
2. A green meeting is held with the customer(s) to discuss the complaint / incident and establish if the suspected behaviour or drugs use actually took place.
3. A green letter detailing the outcome of the meeting or a meeting acknowledgement letter (if established that the claims were unsubstantiated) is sent to the customer(s).
4. Should a second incident occur, customer(s) are invited to an amber meeting to discuss the complaint / incident and establish if the suspected behaviour or drugs use actually took place. If so, the customer is issued a final warning that the next incident will result in eviction proceedings starting.
5. An amber letter detailing the outcome of the meeting and reiterating the final warning or a meeting acknowledgement letter is sent to the customer(s).
6. A copy of the amber letter is sent to the guarantor, and in some circumstances the university, along with an explanation of why a final warning is being issued.
7. Should a third such incident occur, customer(s) are invited to a red meeting to discuss the complaint / incident and establish if the suspected behaviour or drugs use actually took place. If so, the customer is informed that eviction proceedings will be started. The customer may have the option to leave the property voluntarily, but this would be at the manager's discretion.
8. A Red Letter detailing the outcome of the meeting and reiterating Unite Students intention to start eviction proceedings or a meeting acknowledgement letter is sent to the customer(s).
9. A Section 8 notice is issued in England and an AT6 is issued in Scotland. This details the grounds for eviction and the date of the possession hearing.

Possession and supply of drugs covered by the Misuse of Drugs Act (1971) is against the law. Accordingly, Unite Students undertakes to deal with customers who commit such offences. In addition, however, Unites Students recognizes that it has a commitment towards its customers. Unite Students will therefore endeavour to provide information about the dangers of drug use and

will refer those who need help to the appropriate support agencies. As part of the process, if illegal drugs or drugs paraphernalia are found on a property the police will be called and informed. We will liaise with the police authority which may result in prosecution. If necessary, the police will be called to deal with cases of anti-social behaviour.

We expect our tenants to behave considerately and respectfully to others and Unite Students property; to adhere to their obligations as set out in the Tenancy Agreement and to understand the consequences of failing to keep to these terms. Anti-social behaviour and drug use is not acceptable on Unite Students property and all incidents will be dealt with in accordance with the Unite Students behaviour management process.

Should this system be deemed inappropriate for the level of challenge faced at a property - where customer behaviour is proving to be highly detrimental to other customers and the property, or where police involvement initiates the Unite Students process – managers have the right to bypass stages and move directly to the amber or red stage if deemed necessary.

All residents who live with Unite Students are expected to follow the terms and agreement of their signed tenancy agreement which includes the following;

- **Clause 9.2 of your tenancy terms and conditions states, amongst other things, that you:**

'agree that you will not use the Room, the Flat or the Building for any improper, immoral or illegal purpose nor in any way which may, in our reasonable opinion, be a nuisance, damage or annoyance to the other tenants of the Building, any adjoining premises or to us. In particular you will not:

9.2.1. 'cause any noise which, if made within the Room, can be heard outside the Room or, if made within the Flat Common Areas can be heard outside the Flat Common Areas;'

9.2.2. 'keep or use drugs, the possession or use of which is prohibited by law (including but not limited to the Misuse of Drugs Act 1971);'

9.2.3 'keep or use any firearms, knives (other than the domestic kitchen knives), or any weapons of any kind in the Room, Flat or Building;'

9.2.4. 'harass, threaten or assault any other tenants of the Building or their guests or any of our employees or any other person;'

9.2.5. 'tamper with our fire prevention systems and control equipment (including not maliciously, recklessly or negligently activating such fire prevention systems) and to vacate the Building (and to ensure that any visitors you have also vacate the Building), immediately whenever the fire alarm is sounded;'

9.2.10. 'damage or leave in a dirty or untidy state any parts of the Building;'

- **Clause 9.4 of your tenancy terms and conditions states that you will;**

'also make sure that any guests/visitors you may have to the Building comply with the provisions of this Clause 9 and you agree that you will be responsible for the conduct of such guests/visitors and will be in breach of these Tenancy Terms and Conditions if they fail to comply with the provisions of this Clause 9. '