



UCD Residential Services Housing Audit Policy

Introduction

To ensure all residents live in a safe, hygienic environment and to prevent unnecessary damage and neglect of UCD Residences property, Housing Audits were introduced in 2009. This policy outlines the guidelines followed in conducting audits.

Background

Following on from an escalating number of serious complaints received by various bodies within UCD, including UCD Residences and the President's office, a decision was made to introduce housing audits to improve the living conditions within residences and to enhance the living experience for all residents.

Guiding Principles

The main purposes of the housing audits are to:

- Ensure safe and hygienic living conditions for all residents
- To prevent damage to UCD Residences property
- To provide feedback to residents on acceptable standards

Procedures

- A notice is sent to all residents that Housing Audits will be conducted, what they are and the commencement date.
- Another notice is sent to a specific location one week prior to commencement
- Audits are conducted by a member of Residential Services team and/or a nominee of the Manager of Residential Services.
- Audits are conducted between 10:00 and 17:30.
- A feedback form is left if there are any issues such as unacceptable hygiene conditions, prohibited items in the apartment etc.
- Emails are sent to residents noting a problem exists and that a period of 24-48 hours will then be given to rectify the issue, dependent on the nature of the problem.
- If apartment or room is still in an unacceptable condition/prohibited item still present upon recheck then fines will be imposed per the License to Reside and the UCD Residences Guide to Managing Breaches.
- Supporting images will be taken on recheck where a breach of rules procedure will be initiated.
- Supporting images will only be taken on a first audit where there is a serious breach of the residential rules, serious health and safety issue, property damage or where a resident from the apartment has already identified a problem within an apartment.
- Maintenance issues identified during housing audits will be logged and maintenance personnel may be sent to the apartment.
- Appeals may be made via the UCD Residences appeals process outlined on the UCD Residences website.