



## 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.