



Universiteit Leiden

Building and Social Rules of Student Accommodation in Leiden and The Hague

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Article 1: Residence Life Programme

- 1.1 Leiden University's Residence Life Programme aims to help international students living in university housing in Leiden, Oegstgeest, and The Hague. From collecting your keys and meeting your housemates, to learning about student life in Leiden; our team is on hand to assist.
- 1.2 The Resident Assistants (RAs) are the foundation of the Residence Life Programme at Leiden University, and work under the guidance of the Coordinators of the Residence Life Programme, its manager, and the team leader of the Housing Office.
- 1.3 The RAs are exemplary students who are committed to ensuring the personal well-being of the residents.
- 1.4 The RAs are the first point of contact for technical problems in shared spaces, personal concerns, and issues related to residential life.
- 1.5 To ensure a pleasant space to live and study for all tenants, the RAs enforce the building and social rules, and the rules outlined in the tenancy agreement and general conditions are observed. As such RAs serve as the first step in the disciplinary process (see article 6 of this document).
- 1.6 To ensure the well-being of all tenants RAs conduct regular wellness checks. If a tenant is not present when the RA visits their room for a wellness check, they should either make an effort to be present during the time indicated on the card left by the RA, or message them on WhatsApp. If physical wellness checks are not possible the RAs will try their best to reach tenants via digital means.

Article 2: Social Conduct in Student Housing

- 2.1 As students of Leiden University, each tenant of Leiden University's student accommodation is expected to balance personal freedom with respect for others. Students living in housing provided by Leiden University are expected to behave maturely, take responsibility for their actions, and cooperate with others. They are expected to make a commitment in order to maintain a respectful, healthy, and harmonious environment.
- 2.2 As such tenants are expected to respect the individuality of other tenants, Resident Assistants, and members of staff of Leiden University. Under no circumstance will discrimination or prejudice on social, religious, sexual or ethnic grounds be tolerated.
- 2.3 The Tenant will not display behavior or actions that threaten the physical, psychological, or social well-being of others, including but not limited to harassment, discrimination, intimidation, violence, theft, and vandalism.
- 2.4 All tenants are jointly responsible for the good order in the building and its shared spaces as outlined in the General Conditions for Temporary Rental and Guest Accommodation in Leiden and The Hague. Tenants must refrain from any kind of behavior that might lead to the deterioration of the building.
- 2.5 In cases a tenant infringes the rights of others (e.g. by causing repeated noise nuisance), tenants shall contact their Resident Assistants who will advise on how to resolve the issue, and mediate if necessary.

Article 3: General Building Rules

- 3.1 All tenants are expected to follow the guidelines of the National Institute for Public Health and the Environment (RIVM) and the governmental measures against the spread of the novel coronavirus SARS-CoV-2. If a tenant is found to be in violation of these guidelines and measures they can face an expedited disciplinary process.
- 3.2 Be considerate and mindful of your fellow tenants. Keep noise to a minimum at all times: no noise between 23:00 and 07:00 o'clock on weeknights and Sunday; no noise between 00:00 and 07:00 o'clock on Friday and Saturday. Do not slam doors, and move conversations from corridors to (common) rooms in the evening or early morning.
- 3.3 In case of noise nuisance first talk to the perpetrator. If the problem persists make sure to report it to an RA. In case of extreme and/or acute nuisance, if RAs cannot be reached, tenants can call the non-emergency phone number of the Police at 0900-8844 or at +31 34 357 8844 (to call from outside the Netherlands).
- 3.4 Tenants are responsible for any damage they or any outsider they let into the building causes, both to the building and other tenants' property.
- 3.5 Do not leave belongings in the corridors, or block the fire exits. All objects in corridors are considered fire hazards as the hallways are part of the evacuation route! Keep yourself and your fellow tenants safe by keeping the corridors free of clutter.
- 3.6 If you have an issue with another tenant: contact your Resident Assistant!
- 3.7 Do not let animals into the building.
- 3.8 For buildings with shared bathrooms: keep the toilets and sinks clean. Wipe any hair off the sink, and use the toilet brush after flushing. Avoid stepping in the washroom right after the cleaners finished mopping it. Do not clog the sinks or toilets.

Article 4: Hosting Parties, Gatherings or Dinners

- 4.1 Any parties, gatherings, or dinners must be in compliance with the guidelines of the National Institute for Public Health and the Environment (RIVM) and the governmental measures against the spread of the novel coronavirus SARS-CoV-2. If a tenant organizes an event that is found to be in violation of these guidelines and measures they can face an expedited disciplinary process.
- 4.2 Tenants are responsible for anything that happens in the building as a consequence of a party/gathering/dinner that they have organized.
- 4.3 Announce your gathering to your RA and your neighbors.
- 4.4 Keep noise down to the bare minimum between 23:00 and 07:00 o'clock on weeknights, and between 00:00 and 07:00 o'clock on Friday and Saturday. Turn the music down, no yelling, no conversations in corridors. Your gathering should not be heard from the corridor.
- 4.5 Smoking is not allowed indoors, from windows or on balconies, only outside of the building.
- 4.6 When entering and leaving the building guests should keep the noise to an acceptable level, no yelling, door slamming or loud talking.

Article 5: Common Room Party Guidelines

- 5.1 The common rooms are meant for socializing among tenants of the building. Tenants may invite guests from outside the building, but common rooms should not be used for parties involving mostly people living outside of the building.
- 5.2 Announce your plan to host a party to your RA at least 24 hours before the party indicating the date and time, expected number of guests, name of the organizer, name of the person overseeing it, and names of the people responsible for cleaning up afterwards.
- 5.3 One or two members of the organizers must be on duty to ensure that
 - 5.3.1 Music is kept at a reasonable volume i.e. it cannot be heard outside of the common room with a closed door, and
 - 5.3.2 Attendees are kept out of the corridors and moved into the common room, to avoid disturbing the residents.
- 5.4 Organizers should be aware that, unless particular individuals are identified, they will be held responsible for any infractions of the building and social rules, and tenancy regulations.
- 5.5 Prior to the party organizers should identify the tenants responsible for cleaning up. Out of consideration for their fellow tenants, tenants are expected to start cleaning up after their party first thing in the morning of the next day. If the party has taken place on the benches outside, tenants are expected to clean up the night of the party in order to avoid attracting rodents and vermin.
- 5.6 The common room should be left in perfect condition, regardless of what state it was in before the party.
- 5.7 Included in cleaning up is the cleaning of corridors, stairways, and/or elevators that were used by guests.
- 5.8 Cleaning has to be finished by 15:00 o'clock on the day after the party.

Article 6: The Disciplinary Process

- 6.1 The first step in the disciplinary process is a caution given out by a Resident Assistant, verbally and/or in writing. Cautions are meant to be taken as advice for future behavior, and will be recorded by the RA in an incident report. Tenants should be aware that a caution can be used as reference or to build a case in any future misconduct proceedings.
- 6.2 The second step on the disciplinary process is a formal warning sent by the Coordinator of the Residence Life Programme. Formal warnings are sent if the caution has not had the desired effect on the behavior of the tenant. Issuing a formal warning is the last step taken before the Disciplinary Committee is involved; it should therefore be considered a very serious measure.
- 6.3 The third and final step in the disciplinary process is the Disciplinary Committee. This committee is composed of two out of the following three: a representative of SEA Housing Office, a representative of DUWO, and/or the Coordinator of the Residence Life Programme. The committee has authority to investigate any allegation of misconduct reported by a Resident Assistant, and take disciplinary action where it decides that an act of misconduct has been committed.
- 6.4 As part of an investigation into an alleged act of misconduct the Disciplinary Committee shall conduct an interview with the student(s) concerned. An interview will be scheduled within two weeks after the alleged misconduct has officially been reported. If due to external circumstances it is not possible to conduct an in-person interview, the tenant in question may be asked to provide a written statement instead. Failure to attend a scheduled meeting, or failure to provide a written response when requested to do so will prompt the committee to conclude their investigation in the absence of the alleged perpetrator.

- 6.5 The following actions can be taken by the Disciplinary Committee after conducting an investigation:
- 6.5.1 Issue a final warning to the perpetrator;
 - 6.5.2 Impose compensation payment for the direct cost of reparations to property or other reasonable loss of money by person(s), institution or third party as a result of the misconduct.
 - 6.5.3 Impose (a) fine(s) as outlined in article 7 of this document and article 9 of the General Conditions for Temporary Rental and Guest Accommodation in Leiden and The Hague;
 - 6.5.4 Deny the perpetrator the option to extend their tenancy agreement.
- 6.6 The Committee can decide to take more than one action depending on the severity of the offence.

Article 7: Expedited Disciplinary Process

- 7.1 In cases of severe misconduct tenants may face an expedited disciplinary process. An example of severe misconduct would be not following the guidelines of the National Institute for Public Health and the Environment (RIVM) and/or the governmental measures against the spread of the novel coronavirus SARS-CoV-2.
- 7.2 The first step in the expedited disciplinary process is a caution given out by a Resident Assistant, verbally and/or in writing. Cautions are meant to be taken as advice for future behavior, and will be recorded by the RA in an incident report. Tenants should be aware that a caution can be used as reference or to build a case in any future misconduct proceedings.
- 7.3 If the behavior continues the tenant will be notified that a formal investigation into their behavior has been started by a member of the Disciplinary Committee (see article 6.3 of this document).
- 7.4 The tenant will have 5 working days to submit a written response regarding the incident. Failure to provide a written response when requested to do so will prompt the committee to conclude their investigation in the absence of the alleged perpetrator.

Article 8: Fees and Sanctions

- 8.1 The following actions can be taken by the Disciplinary Committee after conducting an investigation:
- 8.1.1 Issue a final warning to the perpetrator;
 - 8.1.2 Impose compensation payment for the direct costs of reparations to property, or other reasonable loss of money by person(s), institution or third party as a result of the misconduct;
 - 8.1.3 Impose (a) fine(s) as outlined in article 9 of the General Conditions for Temporary Rental and Guest Accommodation in Leiden and The Hague.
 - 8.1.4 Deny the tenant the possibility of extending their tenancy agreement.
- 8.2 The Disciplinary Committee can decide to take more than one action depending on the severity of the offence.
- 8.3 A tenant wanting to report any violation of the building and social rules, tenancy regulations, or general conditions should contact their Resident Assistant and/or the Coordinator of the Residence Life Programme as soon as possible.

Article 9: The Appeal Process

A tenant under investigation by the Disciplinary Committee is allowed to request an appeal. The necessary form ('Appeal Against the Decision of the Disciplinary Committee Form') can be requested from the Housing Office, either directly or via an RA. The form should include any new evidence or information the tenant wants to see included and reviewed in their case. Filled out forms should be submitted by email to the Housing Office at housing@leidenuniv.nl within ten business days of receiving the Committee's decision.

The Appeal Committee is composed out of a Student Counsellor, and the Team Leader of the Housing Office. The Disciplinary Committee will review the new material and issue their decision within two weeks of the appeal form being submitted. All decisions made by the Appeal Committee are final.