



Shropshire Council Student Accommodation Good Neighbour / Code of Conduct Policy

Our Facilities Support Service is fully committed to creating and promoting a healthy lifestyle for students to enhance their learning experience while with us.

This policy is designed to reinforce a culture within our Accommodation where a positive and supportive environment is created where students can excel in their academic studies and develop social and life skills that will support their future careers.

As a result of this, we actively encourage and promote the principle of being a good guest and neighbour. All residents, visitors, staff and guests at the Accommodation are bound by this principle and are expected to behave responsibly at all times.

The Accommodation operates within a wider community framework, including homeowners, shopkeepers, partners like University's, Shrewsbury College, NHS and service providers such as the Town Council, Shropshire Council, Police, Fire and Ambulance Services. Whilst the accommodation is based in the busy and vibrant town centre which makes it an excellent location, it also means that the behaviour of students, visitors and staff can have an impact on the town community. This code of conduct applies both within the accommodation and in the neighbouring areas around the accommodation.

Students, guests, visitors and staff colleagues are all asked to use the services and facilities at the accommodation in the spirit of living and working within a 'healthy and happy community', and so all residents, guests, visitors and staff are expected to contribute to this culture by acting with mutual respect for each other.

Examples of the conduct and general behaviour that are expected towards each other include:

- Respecting others property and belongings.
- Keeping areas clean, well maintained and tidy for example, by taking rubbish home or using waste bins provided.
- Communicating with others in a respectful, polite manner.
- Being mindful of others feelings and promoting healthy wellbeing
- Minimising any anxiety, discomfort or distress caused to others.
- Moderating behaviour, language and communication style to minimise distress and discomfort of others.
- Promoting a collective 'healthy and happy community' culture which does not exclude or marginalise any individual or group
- When returning home late at night or in the early hours of the morning being aware that noise travels and is capable of disturbing others.

- Taking account of the effect alcohol can have on your behaviour and the way others may view it and moderating consumption accordingly.
- Being aware of others' sensibilities and beliefs and recognising that some jokes or displays may be provocative and offensive to others.
- Playing music at a reasonable volume.
- Not imposing individual views or choices on others.
- Wearing appropriate clothing in public and shared areas.
- Treating fellow residents, guests and staff at the Accommodation with dignity and respect at all times.

This list is by no means exhaustive, instead whilst this list demonstrates a range of general attributes, qualities and conduct that are required of a good guest and neighbour. In all situations, individuals are encouraged to consider whether their behaviour and attitude at any given time is conducive to a happy, healthy community culture.

Any person engaging in anti-social behaviour can expect that the appropriate action will be taken, if necessary disciplinary action will be taken including redress through the Accommodation Licensing Agreement and associated policy and procedures. Where behaviour extends beyond nuisance into criminality it will not be tolerated and will be reported to the Police.

This policy runs alongside the Licence Agreement, Accommodation Guide and associated policy guidelines which were highlighted as part of the Accommodation welcome pack.

This policy should also be read in conjunction with the other Policies which relate to Shropshire Council Student Accommodation, policies which include:-

- Smoking Policy
- Drugs Policy
- Conduct and Disciplinary Policy
- Personal Appliance Policy

Copies of these documents can be found on the following link:-

<http://shropshire.gov.uk/shire-services/student-accommodation/mardol-house/information-for-shrewsbury-college-students/>

Complaints about the behaviour of residents or their guests will always be taken seriously and fully investigated. Residents who are found to be in breach of any of the accommodation policies may be subject to disciplinary action.

Residents are also reminded that they are responsible for the action of their visitors and may be held accountable for any breach of policies by their visitors.

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Revised

May 2026

Next Review Date

May 2027