

**Room access rules
at the residential complex of ANO HE "Innopolis University" for administration
representatives and employees of service organizations**

1. General provisions

1.1. These rules define the actions of the administration and employees of service organizations when it becomes necessary to access the rooms of the residential complex of ANO HE "Innopolis University" (hereinafter referred to as the Complex).

1.2. Terms and definitions

Term	Definition
University	ANO HE "Innopolis University"
Complex	Residential complex of the University, located at the following address: Innopolis, Universitetskaya str., 1, buildings 1-4
Rules	Accommodation rules at the residential complex of the University approved by ANO HE "Innopolis University"
Resident	A person who has used the accommodation service in the Complex, who has signed a contract for accommodation services (Registration card)
Customer	An organization that concludes a contract for accommodation services with the University
Room	A residential space in the Complex provided for the accommodation of Residents
Administration	Persons responsible for the management and maintenance of the Complex, economic activities, maintenance of its property, organization of accommodation services and maintenance of the rules established by the University in the Complex.
Cleaning	Cleaning service employees
Service organization	Representatives of services performing maintenance and / or performing repair and construction works, providing operational and security services, including fire safety, in the Complex.
Portal	Electronic resource of communication between the Administration and a Resident https://hotel.university.innopolis.ru

2. Room access and notification

- 2.1. Access to the Rooms is carried out in a planned manner, as well as in the event of an emergency or a threat of its occurrence, a threat to the life and health of the Residents (unscheduled access).
- 2.2. Scheduled access to the Rooms is carried out during the following types of work:
 - room cleaning according to the schedule posted on the portal of the Complex
 - maintenance of engineering networks
 - repair and construction works
 - quarterly rounds of the Rooms by the Administration
 - rounds of the rooms to check the fire warning system availability
 - annual inventory of the Complex property
 - other types of work related to facilities management.
- 2.3. Notification of Residents about the date of the event is carried out one day in advance by sending an information letter to the resident's e-mail - for individuals, or by informing the Customer of accommodation services - for legal entities.
- 2.4. Unscheduled access is provided without prior notice.

3. Rooms access rules

- 3.1. Scheduled access to the Rooms is from 9:00 to 20:00.
- 3.2. Works in the rooms are carried out by the service organization in the presence of the resident.
- 3.3. In the absence of Residents, access to the Room is carried out in the presence of two people, one of whom is a representative of the Administration. The absence of residents in the room is not a reason for restricting access.
- 3.4. In the absence of the Resident in the Room, the Administration has the right to use a spare key. Upon completion of works, the room is locked with a key.
- 3.5. Before entering the Room, the Administration representative must knock on the door and inform the Resident about the purpose of the visit.
- 3.6. Cleaning can be carried out regardless of the presence or absence of residents in the Room. Work is carried out by two employees simultaneously.
- 3.7. Unscheduled access to the Room is carried out on the basis of an application received from the employees of the Cleaning service or the Service Organization, as well as from other Residents about the violation of the Rules. Applications can be submitted in writing or in the form of an application on the Portal.
- 3.8. Unscheduled access to the Room in the event of a threat or occurrence of an emergency or an emergency situation, as well as a threat to the life and health of the Residents, can be carried out by a representative of the Administration or the Service Organization.