

Privacy in SiÅs' student housing

Approved at Student Parliament 1, 13.02.2023

It is the experience of many students that SiÅs does not respect our privacy. The students who are tenants at SiÅs experience that SiÅs' caretakers and other actors they use enter our dormitories unannounced. This happens both by not receiving notice in advance, that they do not stick to the specified time, or that we receive notice that they will arrive within a broad time frame. Due to this, many students experience unfortunate and unpleasant situations that feel intrusive and invasive in our accommodation.

SiÅs personnel

When renovation or other work has to be carried out, it happens that they have to enter our rooms. It has happened to several people that SiÅs knocks on the door and waits for a very short time before they enter the room. This means, among other things, that the students can be caught in unpleasant situations, such as standing in the shower or not having the time to get dressed before SiÅs comes in. A consequence of these situations is that the students do not want to report errors, small or large, because you do not know if you will be notified or if SiÅs will just enter their room.

SiÅs has a lot of maintenance that must be carried out at regular intervals. Many people find that this maintenance is not notified, and this is experienced as unpredictable and intrusive. Examples of such maintenance are changing the battery on the door, or maintenance in the common areas. Lack of notification also means that students can be locked out due to SiÅs' locking routines. If the students discover this after SiÅs personnel has left for the day, they will be locked out and have to pay 500NOK to get into their housing again.

To avoid unpleasant situations, the students want SiÅs to notify the tenants when maintenance is to take place, to have smaller time frames for when this work will take place, and want to get notified of what the work involves.

The current practice of entering, carrying out work without prior notice, or without taking the residents into account when entering a dwelling is a breach of the law (see annex § 5-6 of the Rent Act). This is experienced as intrusive for most of those who have been affected by this and can be experienced as offensive and unsafe for many. By continuing with this, SiÅs does not take into account the tenants who may be triggered by such experiences (assault, other vulnerable and unsafe situations), people who feel uncomfortable that unknown personnel enter the home unannounced without their knowledge, that the tenants may find themselves in unpleasant situations, and/or religious and cultural norms.

In order for the security and privacy of the tenants of SiÅs to be respected and valued, the Student Parliament requests that:

- For work that has not been reported as an issue by the tenant (e.g. changing the battery on the door, maintenance in common areas) SiÅs must notify when work is to be carried out on a personal residence at least 12 hours before work is to be carried out
- In the case of issues reported by the tenant, notice must be given at least 1 hour before personnel enter the property
- SiÅs' personnel must knock on the door and wait until the resident opens the door or has had sufficient time to get dressed or until the personnel can be sure that the resident is not in the home.

- In the event of time-sensitive situations that require immediate action (e.g. water leakage), SiÅs can enter the home without prior warning, but this work must be informed about afterwards
- Notification must be clear and via SMS or email.
- If SiÅ's personnel enter the property without proper warning and lock the room after them, the landlord shall not have the right to demand money for unlocking and letting the tenants back in.
- Tenants must be able to easily find these guidelines. The guidelines must be stated in the contract.
- If the work shall continue over several days, SiÅs are obliged to include the duration of the work in the notification.

Legislation

<https://lovdata.no/lov/1999-03-26-17/§5-6>

External personnel and work over longer periods

Hired maintainers also say unpleasant situations are the result of poor information from the client, SiÅs. In the case of major work, the students have experienced not being notified in a reasonable time, in addition to poor communication about when the work is to be carried out. This applies in particular during shared holidays when the residents tend not to stay in the home and are perceived as infringing on privacy when extensive work is being carried out on the home while the tenant is not present.

In previous cases, the students have experienced that furniture and other items in their home have been moved, and their own private items have been used for the work without being put back in place after the work has been carried out. The Student Parliament therefore wants external parties to be familiar with the routines of SiÅs regarding the state in which one leaves the residence.

The Student Parliament agrees that:

- SiÅs is responsible for informing external parties about guidelines and is responsible for breaches of these. External actors who have been hired by SiÅs must familiarize themselves with the correct regulations and procedure on how they should enter the homes
- In the case of work to be carried out during the joint holiday, notification must be given before the holiday ends.
- Notification must be sent by email or SMS and notices must be posted at the front door of each home that is affected.