EXPLANATORY MEMORANDUM TO

THE HOUSING (APPROVAL OF A CODE OF MANAGEMENT PRACTICE) (STUDENT ACCOMMODATION) (ENGLAND) ORDER 2008

2008 No. 2345

and

THE HOUSES IN MULTIPLE OCCUPATION (SPECIFIED EDUCATIONAL ESTABLISHMENTS) (ENGLAND) REGULATIONS 2008

2008 No. 2346

1. This explanatory memorandum has been prepared by the Department for Communities and Local Government ("the Department") and is laid before Parliament by Command of Her Majesty.

2. Description

2.1 The Housing (Approval of a Code of Management Practice) (Student Accommodation) (England) Order 2008 ("the Order") approves the ANUK/Unipol Code of Standards for Larger Residential Developments (attached) which lays down standards of conduct and practice to be followed with regard to the management of houses in multiple occupation ("HMOs") and other buildings that are occupied solely or principally by persons who occupy them for the purpose of undertaking a full-time educational course. The code mentioned in article 2 of the Order is a code for premises where the owners or landlords are the educational establishments providing the courses. The code lists in its schedule the buildings that are managed in conformity with the code. In addition, the Order withdraws approval for an earlier code of practice, which was one of three codes approved by the Housing (Approval of Codes of Management Practice) (Student Accommodation) (England) (Order) 2006 (S.I. 2006/646) ("the 2006 Order") and amends that Order accordingly.

2.2 The Houses in Multiple Occupation (Specified Educational Establishments) (England) Regulations 2008 ("the Regulations") specify certain educational establishments managing or having control of buildings which are not HMOs for the purpose of the Housing Act 2004 ("the Act") (excluding Part 1 of the Act, which deals with housing conditions). The combined effect of these two instruments is that the buildings managed by the specified establishments and listed in the schedule to the two codes referred to in article 2 of the Order are not HMOs for the purposes of the Act (except Part 1), and in consequence will not be subject to mandatory licensing by the local housing authority for the district in which they are located under Part 2 of the Act. The Regulations revoke the Houses in Multiple Occupation (Specified Educational Establishments) (England)

(No. 2) Regulations 2007 ("the 2007 Regulations"). They replace the list of establishments that were listed in the Schedule to those Regulations.

3. Matters of special interest to the Joint Committee on Statutory Instruments

3.1 None.

4. Legislative Background

4.1 Under section 233(1) of the Act, the "appropriate national authority" may by order approve a code of practice (whether prepared by that authority or another person) laying down standards of conduct and practice to be followed with regard to the management of HMOs or of excepted accommodation. By virtue of section 261(1) of the Act the Secretary of State is the appropriate national authority for statutory instruments in relation to England. Excepted accommodation is defined in section 233(6) of the Act as being such description of living accommodation falling within any provision of Schedule 14 (buildings which are not HMOs for the purposes of provisions other than Part 1) as is specified in such an order.

4.2 Under section 233(2) of the Act, before approving a code of practice the appropriate national authority must take reasonable steps to consult persons involved in the management of premises of these kinds, persons occupying such premises, or persons whom the authority considers represent the interests of such persons. Details of the process undertaken are given at paragraph 7.

4.3 Under section 233(3) of the Act, the appropriate national authority may only approve a code of practice if it is satisfied that the code has been published (whether by the authority or by another person) in a manner that the authority considers appropriate for the purpose of bringing the code to the attention of those likely to be affected by it, or if it is satisfied that arrangements have been made for the code to be so published. Publication arrangements are described at paragraph 7.

4.4 The Order approves the code named in article 2 of the Order and withdraws approval for the code named in article 3 of the Order.

4.5 Schedule 14 to the Act describes the buildings which are not HMOs for any purpose of the Act other than those of Part 1. This includes in paragraph 4 of that Schedule any building which is occupied solely or principally by persons who occupy it for the purpose of undertaking a full time course of further or higher education at an educational establishment specified by the appropriate national authority, or at an establishment of a description specified by the appropriate national authority, and where the person managing or having control of it is the educational establishment in question or a person of a description specified in regulations by the appropriate national authority. The Regulations specify certain educational establishments for the purposes of

paragraph 4 of Schedule 14. As well as being listed in the Schedule to the Regulations, the establishments also are listed in the Schedules included with the codes of practice approved by the 2006 Order and this Order.

4.6 Since the 2007 Regulations were made, the lists of buildings in the Schedules to the codes of practice approved by the 2006 Order have been added to so as to include more buildings that are managed in conformity with the relevant code. Some of these belong to educational establishments not mentioned in the Schedule to the 2007 Regulations. Other establishments which have withdrawn from a code that they had previously agreed to comply with have been removed from the list in the Schedule to the Regulations.

5. Territorial Extent and Application

5.1 These instruments apply to England.

6. European Convention on Human Rights

6.1 As these instruments are subject to the negative resolution procedure and do not amend primary legislation, no statement is required.

7. Policy background

7.1 Student housing was a significant issue in debates during the Act's passage through Parliament. Almost two thirds of all students live in the private rented sector. However, just over a third of students are thought to live in purpose built accommodation provided by the university or a commercial provider. Student halls of residence offer management challenges of great complexity. That is why it is considered necessary for student housing to be managed in accordance with codes of practice designed specifically for such accommodation. There is a clear need to maintain good standards in student accommodation and in the view of the Department this is achievable through compliance with the codes, rather than by requiring higher education establishments to license all their halls of residence and other accommodation and other accommodation provided by the establishment.

7.2 The code approved by the Order ("the revised Code") is published by Accredited Network UK ("ANUK") and Unipol[1] and is made following a review of a code that was published by them in February 2006 ("the February 2006 code").

7.3 The review was prompted by a view that the February 2006 Code was too rigid and prescriptive in certain respects and that there had been insufficient input by people actively involved with managing student accommodation. The decision to review the February 2006 Code was taken at one of the meetings of the ANUK Committee of Management, which holds

[1] ANUK is administered by Unipol Training, an arm of the national student housing charity, Unipol Student Homes. It is a network of professionals and organisations that promotes accreditation in private rented residential accommodation

quarterly review meetings during which matters such as the Codes of Practice are discussed. A range of relevant organisations and accommodation owners are represented on the Committee of Management. An official from the Department usually attends these meetings.

7.4 The review panel consisted of representatives from the Association of Student Residential Accommodation, College and University Business Officers ("CUBO") – representatives from which attended on behalf of either CUBO or the higher education establishments at which they are based, the National Union of Students ("the NUS"), the Association of University Directors of Estates, Local Authorities Coordinators of Regulatory Services and Unipol. The consultant engaged to prepare the drafts of the revised Code was also part of the review panel. The review panel met on two occasions, once in December 2007 and then in February 2008, to discuss various drafts produced by the consultant. A presentation on the proposed revisions was made to the Committee of Management prior to the review group meeting in February. Members of the review panel were also invited to submit comments via email between the meetings. In addition, those managing their accommodation in compliance with the February 2006 Code were consulted on the revisions by email and invited to a meeting to discuss the changes.

7.5 In March 2008 key stakeholders and all establishments managing accommodation in compliance with the February 2006 Code were sent a copy of the revised Code which incorporated changes made to it throughout the review process.

7.6 In April 2008, a presentation was made to delegates from the Association for Student Residential Accommodation. Further revisions have been made to the Code to take on board comments made by the Department. These revisions were not consulted upon prior to publication, but ANUK and Unipol consider that the revisions are not substantive. However those who agree to manage their properties in compliance with the Code will be sent an explanation of the changes made and will have an opportunity to ask any questions they may have about the revised Code.

7.7 The Secretary of State is therefore satisfied that reasonable steps have been taken to consult persons involved in the management of student accommodation and persons whom the Secretary of State considers to represent the interests of students.

7.8 The Department had previously noted some concerns about the governance of the Universities UK Code ("the UUK Code") but since a change in administration has taken place at UUK the Department is satisfied that positive steps are being taken to address those concerns. For example, UUK have appointed CUBO to administer the UUK Code on a day to day basis and in January 2008 a national administrator was recruited for this purpose. CUBO's role as administrator is to maintain a full and accurate public record of registered establishments, draft the annual report, act as secretariat to the Sector Advisory Group and Governance Board, promote the

UUK Code to registered establishments, collate anonymised complaints by students; and collate auditors' reports, the institution's response to the report and timescales for addressing the auditors' recommendations.

7.9 The administrative procedures have been revised since the Code was first introduced, as have the terms of reference for the Governance Board and Sector Advisory Group. The Governance Board's role is to ensure the Code remains relevant and effective; ensure the delivery of the annual report to the DCLG; process membership requests and all membership compliance related matters; make proposals to the DCLG on proposed Code developments; monitor the effectiveness of the promotion of the Code and associated activities including the annual meeting; and approve amendments where appropriate to the annual cycle of the Code. The Board will also receive recommendations from the Sector Advisory Group with regards to the development and promotion of the Code, membership requests and compliance related matters. There has also been consultation with the Committee of Higher Education Internal Auditors on the revised audit guidelines. The schedule listing the properties that will be managed in accordance with the UUK Code has also been updated.

7.6 The attached Code will be published on the respective websites of ANUK and Unipol. The UUK Code is published on the UUK website and the schedule will be replaced with the updated schedule. Paper copies of the Codes are made available by the code writers on request. The revised Code requires the persons managing student accommodation to provide student tenants, who are the principal beneficiaries of these codes, with full information about the existence and operation of the code relevant to their buildings through the letting and marketing materials and tenant information provided to potential or existing tenants. Adverts highlighting the existence of the UUK Code and the February 2006 Code were placed in The Times' Higher Education Supplement and the Education Review in September 2007 and The National Student newspaper in October 2007. News about the revisions to the February 2006 Code will be published on the NUS website with links to ANUK and Unipol's respective websites. The revised Code provides that establishments must make students aware that the February 2006 Code has been revised.

7.7 The Secretary of State is therefore reasonably satisfied that arrangements have been made for the codes to be published in a manner that is appropriate for the purpose of bringing them to the attention of those likely to be affected by them.

8. Impact

8.1 No impact assessment has been provided. The impact on the public sector of complying with a code of practice was estimated to be significantly less than £5 million when the codes were first approved in February 2006.

8.2 The purpose of developing codes of practice is to reduce the regulatory impact of licensing on larger student accommodation. By agreeing to comply with a code of practice certain student accommodation may be excepted from the HMO definition and therefore will not be subject to mandatory licensing under Part 2 of the Act. For commercial undertakings that comply with a code of practice there is the prospect of lower costs and less direct regulation than under licensing. These Regulations will also reduce the impact upon local authorities who would otherwise have to carry out inspections of student property for the purpose of HMO mandatory licensing.

8.3 These instruments and the codes also reduce costs for the providers of student accommodation. In any one year the number of students (at whatever stage in their studies) accommodated in property maintained by higher educational establishments is approximately 300,000. The number of students accommodated in privately maintained halls of residence is in the region of 100,000. This would give a total of 400,000 students or bed spaces. If all this accommodation had to be licensed at anywhere near the indicative maximum licensing fee of £180 for 5 years (or £36 each year), the total cost could be £14.4 million. However for property managed and controlled by a higher educational establishment, the cost of complying with a code of practice is estimated to be £0.70 per bed space. Using that figure, this means that for 300,000 bed spaces the total cost would be only £210,000.

9. Contact

Rachel Edwards at the Department for Communities and Local Government, tel: 020 7944 6366 or e-mail: Rachel.edwards@communities.gsi.gov.uk, can answer any queries regarding the instruments.

ANUK/Unipol Code of Standards for Larger Residential Developments

for student accommodation managed and controlled by educational establishments

CODE OF STANDARDS FOR LARGER DEVELOPMENTS









28 August 2008

Introduction

This Code applies specifically to accommodation that is occupied solely or principally for persons for the purpose of undertaking a full time course of further or higher education at the institution providing the accommodation.

This Code establishes a set of management standards for all residential developments managed and controlled by educational establishments (with the exception of head leased properties) and specifies appropriate controls to ensure that the particular needs of students are delivered effectively.

This National Code has been designed to offer educational establishments and students a framework to agree a transparent and useful set of undertakings about how they wish to do business with one another.

The Universities UK Code of Practice for the management of Student Housing also sets out to offer similar arrangements and higher educational establishments are encouraged to review both Codes and adopt the Code which provides most value.

A third related Code also exists, specifying the requirements for the provision of student housing by private sector providers.

The criteria in this ANUK Code have been chosen to reflect a balance of common sense obligations and responsibilities between the managers of student accommodation and tenants and set benchmark management standards which are achievable without significant expenditure of time and money and without prejudice to legal rights.

Principles behind the Code

This Code does not seek to be overly prescriptive in setting requirements for the management of student accommodation but rather to specify the key areas within the provider - tenant relationship which require positive and effective management.

This Code requires each participating establishment to define, document and make readily available:

- The standards it sets out to meet against each aspect of this Code's requirements;
- How the achievement of these standards will be measured, or otherwise monitored;
- Appropriate records to objectively demonstrate that these standards meet the requirements of tenants and other key stakeholders as well as complying with relevant legislation.

This approach is designed to enable all further and higher education establishments, irrespective of the nature of their portfolio, to adopt this Code as a framework to further improve their service and enhance their competitive position.

Complying with the requirements

- Managers and tenants will jointly benefit from the implementation of good standards of housing management and practice.
- Misunderstandings and disputes will be reduced.
- Where problems do occur they can be resolved promptly and efficiently.

In all cases an educational establishment's commitment to comply with this Code will be made explicit on letting and marketing materials, and other tenant information, and the Code will be actively and positively promoted amongst students.

This Code is fully supported by the National Union of Students (NUS), Department for Communities and Local Government (CLG), The Accreditation Network UK (ANUK), the Chartered Institute of Environmental Health Officers (CIEH), College and University Business Officers (CUBO), The Association for Student Residential Accommodation (ASRA), Association of Managers of Student Services in Higher Education (AMOSSHE), and UniversitiesUK. The secretariat of this Code is based at Unipol Student Homes.

Adoption of this Code by an establishment is entirely **voluntary** and the National Code Committee of Management ensures that verification and compliance tests are carried out at an appropriate frequency to determine an establishment's compliance with the requirements of this Code.

Tenants may also complain directly to the Code's secretariat where they feel a breach of this Code's requirements has occurred and be assured that their complaint will be dealt with professionally and objectively.

Determination of Whether a Residential development is Managed and Controlled by an Educational Establishment

Many student accommodation residential developments are undertaken in partnership between a provider of services and an educational establishment and this Code only applies to those properties that come clearly under the management and control of the educational establishment.

In order to determine whether a building is managed and controlled by an educational establishment, a framework of questions has been developed.

The scoring system and guidelines for answering the questions is included in appendix I to this Code.

Legislative Implications

By agreeing to abide by this Code, educational establishments may be exempt from the licensing requirements of the Housing Act 2004 ("the Act")

(except Part 1) which apply to houses in multiple occupation ("HMOs"). Establishments may be excepted from the licensing requirements by regulations made under paragraph 4 of Schedule 14 to the Act.

More details of the legislative implications of compliance with the Code are included in appendix II to this Code.

Terms and definitions

Many terms used within this Code may be open to interpretation and appendix III clarifies the intended meaning of these within the context of this Code to ensure consistent adoption of this Code's underlying principles.

The secretariat for the ANUK National Code of Standards and the Committee of Management is based at Unipol Student Homes, 155-157 Woodhouse Lane, Leeds LS2 3ED and the National Code Administrator can be contacted there.
Telephone 0113 243 0169
Fax 0113 234 3549
info@unipol.leeds.ac.uk
www.unipol.leeds.ac.uk or www.anuk.org.uk

Registered Charity No 1063492

The requirements of the ANUK Code

SECTION 1. GENERAL

Member establishments make a commitment to ensure that:

1.0. Business is pursued in a professional, courteous and diligent manner at all times;

1.1. This Code is used throughout their establishment as a framework for self assessment and they will use the outcome of these assessments to continuously improve the services they provide to tenants;

1.2. They take all reasonable steps to ensure that their staff are conversant (as appropriate to their job role) with all aspects of this Code and have an up-to-date working knowledge of the establishment's legal responsibilities and obligations.

SECTION 2. EQUAL OPPORTUNITIES

Managers will ensure that:

2.0. All procedures for the allocation of accommodation comply with any equal opportunities policies that apply to their educational establishment and in accordance with the law;

2.1 Where policies for equal opportunities do not exist, the educational establishment will ensure that no person or group of persons applying for accommodation will be treated less favourably than any other person or group of persons because of their race, colour, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation or social status.

2.2 Charges for rooms adapted for use by students with disabilities do not exceed the normal room rate for that residential development;

2.3 An assessment is carried out, if appropriate, to determine the specific needs of the individuals concerned and where these needs are reasonable, as defined within the Disability Discrimination Acts 1995 and 2005, they are fulfilled in accordance with clauses 2.0 and 2.1 above. Where additional costs are incurred to fulfil these needs, which it would not be reasonable for the establishment to pay for, these will be agreed with the tenant prior to the tenancy agreement being signed.

SECTION 3. MARKETING PRIOR TO LETTING A PROPERTY TO TENANTS

Managers will ensure that:

3.0. All property details are reported accurately without misrepresentation to prospective tenants, including details provided in prospectuses, brochures and on websites;

3.1. An appropriate mechanism is in place to update such publicity material in a timely manner, should details of specific properties change;

3.2. All prospective tenants are informed about any contractual terms under which the property is offered, including those relating to any fees payable in addition to rent, such as booking fees, utility charges, deposits, insurance, web or telephone costs;

3.3. Where a booking fee is charged, that fee is a standard published fee for all tenants and information is provided on the cost of the fee, the nature of the reservation being made, the arrangements for cancelling the booking and returning the fee, the circumstances under which the fee will not be returned, and, if the fee is to be returned the manner in which this will be done;

3.4. When a booking fee is charged no other monies for deposits or rent are demanded prior to entering into the terms and conditions of any letting agreement;

3.5. All tenants are provided with a written copy of the letting agreement at the time they sign that agreement or at the time that they pay any booking fee or deposit. For tenancies entered into on line the tenants should be able to download the full terms and conditions of the agreement at the time they make the application and this option should be made clear to them. Paper copies of any agreement are provided to these tenants should they request them in writing;

3.6. Any contracts do not use terms that are in breach of the Unfair Terms in Consumer Contracts Regulations 1999;

3.7. Future tenants are informed at the earliest possibility if a building or refurbishment programme is running late;

3.8. in the event that a room is not ready for occupation on the date that the tenancy is scheduled to begin, discussions with the affected tenants are started at the earliest opportunity to agree the provision of alternative accommodation;

3.9. Where rooms are not ready for occupation as described in *3.8* above the following provisions are made as a minimum to ensure that tenants are not disadvantaged:

- No rent is payable for the rooms which are unavailable until the date of actual occupation;
- Where a substitute room is made available an appropriate rent may be charged but the level of rent for the substitute room will not be higher than the original rent;
- If the substitute room does not have access to appropriate self-catering facilities, or if the original rooms were to be associated with a ‘catering package’, then an appropriate meal service, or meal allowance, will be provided at a cost which does not exceed the original costs;
- When tenants transfer from the substitute rooms to the completed development, an appropriate removal service will be provided to move all the tenant's belongings or appropriate removal costs will be reimbursed against submitted invoices;

- Any additional out-of-pocket expenses incurred by the tenant as a direct result of taking up the substitute accommodation (e.g. travel costs in excess of that which they would in any case have had to pay) will be reimbursed in full against submitted invoices.

Rent Liability

Managers will ensure that:

3.10. Prospective tenants are issued with a clear statement of the rent due to be paid, including the dates, amounts and methods of payments due to be made during the term of the contract;

3.11. Prospective tenants are issued with receipts (electronic or hard copy) for all monies received, whether in payment for rent, deposit, utility or service charges.

Contact Details for Staff and Student Care

Managers will ensure that:

3.12. The establishment's membership of this Code is clearly communicated to all tenants by the display of a standard notice within the building, or a central reception area, and by displaying the Code logo on the establishment's accommodation web-site(s) clearly relating to the buildings that are within the Code;

3.13. The systems in place to ensure tenant security, student care and general student welfare are clearly defined, communicated to tenants and regularly tested to ensure that they operate effectively;

3.14. These systems ensure that the names and contact details of all staff involved in the management of the building (and the wider residential development, if appropriate) are provided to tenants at the commencement of their tenancy, clearly specifying the times they will be available and their responsibilities;

3.15. These systems also ensure that tenants clearly understand who is responsible for student care (especially where there are partnership agreements) to ensure that they can easily gain access to the help they need.

The establishment will ensure that:

3.16. An appropriate residential presence is provided in any residential development which houses in excess of 150 students (where the residential development is larger there is a minimum of 1 residential presence for every 250 student occupants) and the purpose of this residential presence is made clear to tenants living within the building;

3.17. Staff providing such a residential presence clearly understand their role and responsibilities and receive an appropriate level of structured and pre-planned training prior to commencing their duties;

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3.18. The establishment can demonstrate the effectiveness of this training process and that the content of the training has been developed following an analysis of the training needs of staff providing the residential presence;

3.19. Such staff are also provided with the names and contact details of additional support so that this can be called upon in the event of an emergency.

State of Repair

Managers will ensure that:

3.20. There is a system in place which clearly defines to tenants the contents of the property and the state of repair of fixtures and fittings at the time their tenancy commenced;

3.21. The system provides a method for tenants to identify and report contents, fixtures and fittings that they believe are either missing or in a poor state of repair;

3.22. The system also defines the method for making any deductions from deposits for items that are found to be damaged or missing from the room at the end of the tenancy period.

SECTION 4. DURING THE TENANCY

Ensuring Possession

Managers will ensure that:

4.0. All appropriate measures are taken (including the service of statutory notices if necessary) to ensure timely possession of a property and mitigate any delay or hardship that may be caused to incoming tenants.

Access

Managers will ensure that:

4.1. Where a tenant has reported the need for a repair, access to their room for the purposes of maintenance is authorised unless the tenant provides specific instructions to the contrary. Records that their room has been entered, what work has been carried out and any further activities that are planned are also provided to the tenant;

4.2. Where access is required to a tenant's room or communal areas for other purposes each affected tenant receives appropriate notification of the date, time, estimated duration and purpose of the visit, except in the case of access needed in an emergency situation;

4.3. Where access is required for routine inspections each tenant will be given at least 24 hours notice of the date, time and purpose of the visit;

4.4. Where regular and pre-planned access is required (i.e. to provide a periodic cleaning service) the details of the access and services to be provided are stated in the information provided when the tenancy commences. If these arrangements are permanently rescheduled during the tenancy, then at least 24 hours notice of the changed arrangements is provided before any work commences.

Repairs and Maintenance

Managers will ensure that:

4.5. The residential development is maintained in a way that complies with all statutory and local authority regulations relating to HMO's and/or purpose built residential developments;

4.6. The establishment has documented, and communicated to tenants at the beginning of the tenancy, the system for reporting any repair/maintenance issues, including how complaints about outstanding or ineffective repairs can be made and to whom these should be addressed;

4.7. This system also defines a method for the categorisation of maintenance activities and repairs which will meet as a minimum the following performance standards:

- Priority One – Emergency Repairs – are completed as soon as possible or in any event within 24 hours of a report of a defect.

These would be any repairs required to avoid a danger to health, a risk to the safety of residents or serious damage to buildings or residents' belongings;

- Priority Two – Urgent Repairs – are completed within five days of report of the defect. These would be any repairs which materially affect the comfort or convenience of the residents;

- Priority Three – Non-Urgent Repairs – are completed within 28 days of a report of a defect. These would be any repairs not falling within the above categories;

4.8. Non-completion of reported repairs within the target timescales is recorded and appropriate action is taken. In addition the satisfaction of tenants with the system of reporting and resolving repairs is regularly measured as described in section 5.0 below;

4.9. Maintenance and servicing programmes, such as gas appliance servicing, window and guttering cleaning, exterior and interior painting, are carried out in a planned and cyclical manner and with due regard to the convenience of tenants. Notice of such works will be provided in accordance with the access clauses 4.1 to 4.4 above;

4.10. Contractors are monitored to ensure that all redundant materials and debris are removed from site on completion of works within a reasonable time and that their personnel behave in a professional and courteous manner at all times.

Cleaning and Maintenance of Communal Areas

Managers will ensure that:

4.11. Appropriate details of the times for cleaning and maintaining communal areas are provided to tenants in writing, or displayed on appropriate notice boards within the residential development.

Furniture and Storage Space

Managers will ensure that:

4.12. All tenants are provided with appropriate facilities within their rooms (or in self contained adjoining areas) including a bed, storage space for clothes and personal effects, curtains, blinds or other methods to provide adequate privacy and an area equipped for study purposes;

4.13. All furnishings and furniture provided as part of the tenancy are clean and in reasonable condition at the commencement of the tenancy and comply with the relevant fire safety legislative requirements relating to furniture and furnishings – Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended).

Kitchen Facilities

Managers will ensure that:

4.14. All tenants are provided with appropriate kitchen or pantry facilities which have been designed and installed having due regard for safety, industry practice and any Local Authority guidelines;

4.15. Food storage and preparation facilities comply (or a programme of work is planned to achieve compliance) with any levels of provision that have been laid down by the Local Authority for residential developments of this type.

Toilet and Personal Washing Facilities

Managers will ensure that:

4.16. All tenants are provided with appropriate WC, bath and/or shower facilities to comply (or a programme of work is planned to achieve compliance) with the levels of provision laid down by the Local Authority for residential developments of this type;

4.17. All en-suite facilities situated in tenants' rooms are properly compartmentalised, with adequate provision of natural or mechanical ventilation.

Laundry Facilities

Managers will ensure that:

4.18. All tenants are provided with appropriate facilities for the washing and drying of clothes either within their accommodation, a shared laundrette with an appropriate ratio of machines to students to prevent excessive waiting times or other suitable arrangements (such as a collection and delivery system for the cleaning of clothes);

4.19. Where a laundrette is provided as an amenity within a residential development the educational establishment incorporates any requests for repair within their system defined in section 4.5 to 4.10 above;

4.20. The contact details of the organisation providing the services will be made available to tenants to enable them to report any "out of hours" problems directly.

Mail deliveries

Managers will ensure that:

4.21. Tenants are informed of the procedures for the distribution of incoming mail and where it will be delivered to, or can be collected from;

4.22. Where mail is not delivered through a letterbox into the room or flat, it is delivered in a defined, secure and convenient manner;

4.23. The satisfaction of tenants with the mail handling system is formally monitored and any feedback (positive and negative) recorded and actioned appropriately;

4.24. Tenants are informed of any mail forwarding arrangements not less than 14 days before the end of any tenancy.

SECTION 5. TENANT SATISFACTION

The educational establishment will ensure that:

5.0. A satisfaction survey of the tenant population is carried out at least annually covering both qualitative and quantitative elements including as a minimum the following:

- Staff responsiveness;
- Reporting and rectification of repairs;
- Mail Handling arrangements;
- Level of amenities provided (Catering services, Internet access, communal areas);
- Adequacy of facilities provided (kitchens en suite, laundry etc);
- Student care;
- Security;
- The environment and sustainability;
- Overall level of satisfaction.

5.1. The results of these surveys are analysed, published, effectively communicated to students and used to focus further improvement activities.

SECTION 6. HEALTH AND SAFETY

Housing Health and Safety Rating System

Managers will ensure that:

6.0. In consultation with the Local Authority, buildings are maintained in compliance with the requirements of Part I of the Housing Act 2004 (see appendix VI dealing with the Housing Health and Safety Rating System).

Gas Appliances and Supply

Managers will ensure that:

6.1. All means of use and supply of mains gas and alterations and repairs to gas installations comply with the current Gas Safety (Installation and Use) Regulations;

6.2. All gas appliances are serviced annually by a Council of Registered Gas Installers (CORGI) engineer and verification of this servicing is displayed in the relevant communal areas;

6.3. Clear written instructions for the safe use of all gas fired central heating and hot water systems are provided to tenants.

Electrical Installations and Appliances

Managers will ensure that:

6.4. All repairs and improvements to electrical installations comply with the current edition of the Institute of Electrical Engineers Wiring Regulations and meet with BS 7671;

6.5. The establishment possesses a current Periodic Inspection Report (based on Appendix 6 of BS 7671) showing that all electrical installations are in satisfactory condition and have been inspected within the last 5 years;

6.6. Reasonable steps are taken to ensure that all electrical appliances, provided by the establishment, are functioning effectively, in accordance with manufacturers' operational instructions, and in a safe manner;

6.7. Instructions for the safe use of all electrical appliances are provided to the tenants.

Fire Safety

Managers will ensure that:

6.8. All residential developments are provided with properly maintained fire safety installations, and, unless a specific requirement not to evacuate the building in the event of a fire is the preferred option, instructions for the safe evacuation of the building are provided to tenants. Periodic fire drills should also be carried out, and recorded, to test the effectiveness of the evacuation procedures;

6.9. The design of appropriate fire safety measures are determined in compliance with a fire safety risk assessment and the relevant requirements under the Regulatory Reform (Fire Safety) Reform Order 2006 and in consideration of the local authority's HMO standards;

6.10. Fire alarm and fire detection systems are maintained in proper working order and these systems are tested in accordance with the British Standard BS 5839-5 1988;

6.11. Records of this testing are available to certify that the fire alarm and emergency lighting systems have been checked in accordance with legislative requirements and are in proper working condition;

6.12. Tenants are provided with clear written guidelines on the fire safety procedures, including details of the safety measures installed, why they are there, how they operate and what to do in the event of a fire. Notices containing this information are displayed in all rooms and communal areas;

6.13. All exit routes, such as hallways, landings and staircases and emergency exits are maintained safe and unobstructed to enable evacuation of the dwelling in the event of fire.

Security Measures

Managers will ensure that:

6.14. All buildings have a security plan detailing an appropriate level of management to maintain security standards and this plan can, on request, be shown to tenants;

6.15. The security plan stipulates what security information will be supplied to tenants and particularly any additional information which is to be provided to tenants of ground floor rooms;

6.16. Buildings and individual flats or rooms have an appropriate level of security to prevent unauthorised access including:

- Securely constructed external doors and windows;
- Secure locking systems;
- Methods to determine the identity of a caller if access to a flat or room is via communal areas.

The Environment

Managers will ensure that:

6.17. All residential developments are provided with adequate refuse disposal facilities suitable for the number of occupants;

6.18. Where waste facilities are used by more than 10 tenants a waste disposal plan is prepared for the building which can be consulted by tenants, on request;

6.19. Tenants are informed, not later than 24 hours after moving into the building, of the arrangements for waste collection;

6.20. Where the local authority operates a recycling scheme, the waste disposal plan conforms to the relevant standards for recycling;

6.21. All rented accommodation should comply with the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007 which lays down particular requirements in respect of the production of Energy Performance certificates when buildings are rented out and the display of certificates in larger public buildings.

6.22. The perimeter of all residential developments and any surrounding grounds are maintained in good order and are free of waste and litter as far as is reasonably practicable;

6.23. Where a landscaped area exists this is properly maintained, not allowed to become overgrown and the path to and from all external doors is kept in good repair and free from obstruction.

Communal Lighting

Managers will ensure that:

6.24. All internal and external communal areas are provided with adequate safe lighting which is maintained to ensure continued effective operation;

6.25. Where light switches are fitted with automatic timers they allow sufficient time for tenants to reach their rooms, or to exit the building, before switching off.

SECTION 7. AT THE END OF THE TENANCY

Deposits

Managers will ensure that:

7.0. Where an establishment has established an assured shorthold tenancy, they must ensure the deposit is held in accordance with the tenancy deposit scheme legislation set out in the Housing Act 2004 and regulations made under that act;

7.1. Where the tenancy is not an assured shorthold tenancy, deposits are returned to former tenants within a defined and published period at the end of the tenancy and within a maximum of 28 days;

7.2. Where monies from deposits have been retained to offset costs incurred, any remaining balance, together with a written statement of account (providing details of all deductions that have been made), is returned to former tenants within 8 weeks, unless the situation has entered the disputes process.

References

Managers will ensure that:

7.3. Following a written request from a former tenant, a reference is provided within 3 weeks of the request being made;

7.4. Letters of reference are based on the performance of the named individual during the period of the tenancy only.

SECTION 8. DISPUTES

Where disputes arise with tenants, managers will ensure that:

8.0. They accept contact from tenants (or their authorised representatives) by any appropriate method including telephone calls, e-mail or face-to-face discussions;

8.1. They respond reasonably and promptly to all such contact in accordance with the establishment's published procedures, (or where these do not exist within a maximum of 3 weeks);

8.2. The response they make confirms the actions they propose to take and the overall timetable they aim to achieve;

8.3. Any settlements, or agreements, reached are recorded and honoured within a defined period of the settlement being agreed;

8.4. The closure of disputes is recorded to provide a clear audit trail of the actions taken to resolve the dispute;

8.5. They maintain courteous, professional relations with tenants at all times during any dispute.

SECTION 9. COMPLAINTS REGARDING A BREACH OF THE CODE

Managers will ensure that:

9.0. Within 4 weeks of the receipt of any written complaint from a tenant (or their representative) they rectify any breach of this Code of Standards, or develop, and put in place, an action plan to address any wider issues that may have been raised;

9.1. Where any allegations are contested, enter into correspondence with the tenants or their representative;

9.2. Where such a breach is contested, or where rectification is not made in accordance with 9.0 above, they recognise the authority of a Tribunal which will determine whether or not a breach of the Code has occurred and make recommendations accordingly;

9.3. In the event that such recommendations are not followed by the establishment then they will be deemed to be in breach of the Code and this fact will be made public to prospective tenants. The Tribunal will have the authority to exclude any establishment from the Code.

Full details of the complaints procedure are included as appendix V to this Code.

Data Protection

All information concerning educational establishments managing residential developments displayed on the website in relation to complaints received under this Code will comply with the principles of good practice for the handling of personal data. It will be fairly and lawfully processed, contain only adequate and relevant information about the complaint, accurately reflect the details of the complaint, remain on the website for no longer than three years, be processed in accordance with the data subject's rights, and will be held securely.

Appendix I

Determination of Whether a Residential Development is Managed and Controlled by an Educational Establishment

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Many larger student accommodation residential developments are undertaken in partnership between a provider of services and an educational establishment. In order to determine whether a building is managed and controlled by an educational establishment, a framework of test questions has been developed.

12 questions are asked: the answer can be yes, responsible, no, not responsible or both are responsible. The answer to each question attracts the number of points, as follows:

Marketing -	1 point
Rent Collection -	1 point
Tenancy -	6 points
Hard FM -	2 points
Soft FM	
Cleaning -	1 point
Security -	1 point
Repairs -	1 point
Health and Safety Routines -	1 point
Out of Hours Services -	1 point
Tenancy Relations -	2 points
Residential Cover -	1 point

The points are loaded to reflect the importance of each item as determining control and management.

There are a total of 18 points in all. The headings are scored according to an educational establishment or another provider. Whoever has the higher score determines who has control and management of the building. **For the purposes of determining eligibility to sign this particular Code, the educational establishment must have the higher score.**

For a worked example of the method of determination see below.

Guidelines on Questions

Provider means an organisation other than the educational establishment providing the duties and services.

Marketing - reflects who is responsible for promoting and letting the building. If the residential development is an underwritten or formal nominations arrangement this would clearly be the educational establishment. Informal arrangements between educational establishments and a private supplier, where the supplier is also marketing the building directly would result in marketing being undertaken by the provider.

Rent Collection - reflects who collects the rent.

Tenancy - This reflects who the student tenant signs their tenancy with, the educational establishment or another provider. This is an important matter since it sets the legal framework for the whole letting.

Hard Facilities Management - means the maintenance and replacement of the infrastructure of the building and its associated plant/equipment and buildings systems and can extend to the estate where the building is situated (including grounds and gardens).

Soft Facilities Management - means the services that are provided to the students occupying the building. There are seven questions related to aspects of those services:

- *Cleaning* - who undertakes the cleaning, either of the residences or the communal areas

- *Security* - who undertakes the security, particularly out of hours security. Often this work is shared between a provider and an educational establishment, in which case points would be awarded to both

- *Repairs* - who undertakes any day to day repairs within the building

- *Health and Safety Routines* - who is responsible for health and safety routines: testing fire alarms, servicing safety equipment, undertaking a risk analysis of the building

- *Out of Hours Services* - who would deal with out of hours emergencies in respect of the building, for example, a power outage, a plumbing leak. This does not cover out of hours services to students offered under tenancy relations or residential cover

- *Tenancy Relations* - who would deal with tenant issues and support, for example, students wishing to leave, inter-tenant friction, noise and anti social behaviour, mental health problems

- *Residential Cover* - who provides over night residential cover to deal with tenant issues that occur overnight. This excludes security related matters dealt with above.

Further guidance can be obtained from the Code Administrator at any time before applying the test questions above.

Head leased properties, defined as small off street properties converted to accommodate 10 or less tenants and leased for not more than 3 years by an educational establishment from a private landlord, shall not be considered as being managed and controlled by the HEE and therefore will not be exempted from licensing.

This method of ascertaining management and control of a building has been adopted by both ANUK and UUK in order to provide a consistent and sensitive gateway that allows only educational establishments who both control and manage buildings to sign this or the UUK Code. The criteria will be reviewed periodically in the light of experience and more comprehensive guidelines will be issued where problem areas become apparent.

Determination of Whether Residential development is Managed and Controlled by an Educational Establishment

Name of Residential development/Area: **Blank**

			Provider	**Educational Establishment**

	Available	Who		Points		Points
Marketing	1	Both	yes	1	yes	1
Rent Collection	1	Both	yes	1	yes	1
Tenancy	6	Both	yes	6	yes	6
Hard Facilities Management	2	Both	yes	2	yes	2
Soft Facilities Management						
Cleaning	1	Both	yes	1	yes	1
Security	1	Both	yes	1	yes	1
Repairs	1	Both	yes	1	yes	1
Health and Safety Routines	1	Both	yes	1	yes	1
Out of Hours Services	1	Both	yes	1	yes	1
Tenancy Relations	2	Both	yes	2	yes	2
Residential Cover	1	Both	yes	1	yes	1
Total Points				**18**		**18**

The educational establishment manages and controls a residential development only if it scores the most points

Appendix II

Legislative implications of compliance with the Code

Section 233 of the Housing Act 2004 provides that the appropriate national authority (the Secretary of State in England or The National Assembly for Wales) may by order approve a Code of practice (whether prepared by that authority or another person) laying down standards of conduct and practice to be followed with regard to the management of houses in multiple tenancy or of accommodation excepted from the definition of HMO for all purposes of the Housing Act 2004 other than Part 1.

Approval of a Code under Section 233 of the Housing Act 2004 does not have the effect of making a breach of that Code an offence nor does breach create a civil liability. However, the Code may be used as evidence of good practice by a court or tribunal.

The Code itself in no way compromises any legal action that either the tenant or the educational establishment may wish to take separately: it provides an additional voluntary layer of rights and responsibilities.

The appropriate national authority has the power to specify educational establishments in regulations. The buildings of an educational establishment so specified which are occupied by persons for the purpose of undertaking a full time course at that educational establishment and where the buildings are managed and controlled by that educational establishment are not HMOs for the purpose of the Housing Act 2004 (except Part 1). This means that the buildings are excluded from the licensing provisions under Part 2 of the Act, for example. The power to specify establishments is under s254(5) and paragraph 4 of Schedule 14 to the Housing Act 2004.

In considering whether buildings of such educational establishments should not be considered HMOs for the purposes of that Act (except for Part 1), the appropriate national authority may have regard to the extent to which the buildings are managed in conformity with any code of practice approved under s233 of the Housing Act 2004.

This is a Code which, subject to approval under section 233, is intended to apply to student accommodation managed or controlled by educational establishments that may be excepted from the definition of HMO for all purposes of the Housing Act 2004 other than Part 1.

Appendix III

Clarification of the terms used within the Code

Many terms are referred to within the Code which may be open to interpretation by an establishment. In order to promote consistency of application and wider understanding the following paragraphs clarify the intended meaning of these terms, as used within the Code.

Appropriate

The level of provision which a reasonable person would expect to be included within a tenancy agreement.

Central heating

When a room is described as having central heating, this comprises a heater that can be controlled within the room or flat, adjustable by a timer that allows control over a minimum 24 hour period. An electric panel heater with an on/off or booster switch that allows a preset period of use may **not** be regarded as central heating.

En suite

When a room is described as en suite this means that it has a bath/shower, wash basin and toilet which form a self contained amenity for the exclusive use of the tenant occupying that room and that this amenity is accessible without recourse to any corridor or passageway used by other occupants.

Good state of repair

An building, flat or item within a property (i.e. a cooker) would be in a good state of repair if it fulfilled it's intended function properly and consistently without the need for any special knowledge, or equipment, needed by the normal user.

Head Leased Properties

Head leased properties are defined as off street properties converted to accommodate 10 or less tenants and leased for not more than 3 years by an educational establishment from a private landlord.

Industry practice

This is defined as the accepted common baseline of practice usually adopted by further or higher educational establishments for specific elements within the provision of student accommodation. Guidance on specific aspects of recognised industry practice can be obtained from the organisations that actively support this Code who are listed in the introduction.

Normal working hours

Between 9:00am and 5 pm Monday to Friday (excluding Bank Holidays).

Note some establishments may choose to provide longer normal working hours and any period outside the declared hours of normal working will be considered to be “out of hours”.

Occupier

See tenant

Properly (in the context of: maintained, installed, used etc)

Installed or maintained in such a manner so that the normal intended function of purpose of the item is fulfilled.

Repairs

Repairs are categorised to ensure that key aspects of maintenance are completed within an appropriate time.

Safe

Reasonable provisions are in place to minimise possible harm or risk and reduce the threat of anticipated danger, harm, or loss.

Secure

External doors to a building are of strong, solid, safe construction and fitted with a secure locking system capable of being opened from the inside without use of a key (and electronic systems should be programmed to open in event of a power failure). Door frames should also be of a strong construction and well secured.

Ground floor and upper storey windows accessible from ground level are fitted with a lockable system capable of being readily opened from the inside.

Occupants of ground floor rooms should also be provided with additional security information relevant to the location of their room.

Star rating system

An additional set of requirements will be developed to provide "star" ratings, initially against four key areas of the relationship between tenants and the educational establishment:

- Student care
- Sustainability
- Security
- Community interface

This "star rating" system will comprise a separate set of requirements in addition to the Code and assessment against these will enable successful establishments to gain a competitive advantage and demonstrate to prospective tenants that their approach meets best practice provision.

System

A sequence of pre-planned and documented processes that have been designed to achieve a specific outcome and keep records of the success, or otherwise, of these activities to enable improvements to be made in the future.

Tenant

In this Code, "tenant" refers to any lawful occupier in a development to which this Code applies, irrespective of whether they are tenant or licensee.

Appendix IV – Self assessment and verification framework

The key principle behind membership of this Code is that all members will declare their compliance with the requirements of this Code through a self assessment. This self assessment will then be reviewed centrally and the key aspects independently verified.

The key principles behind this approach are:

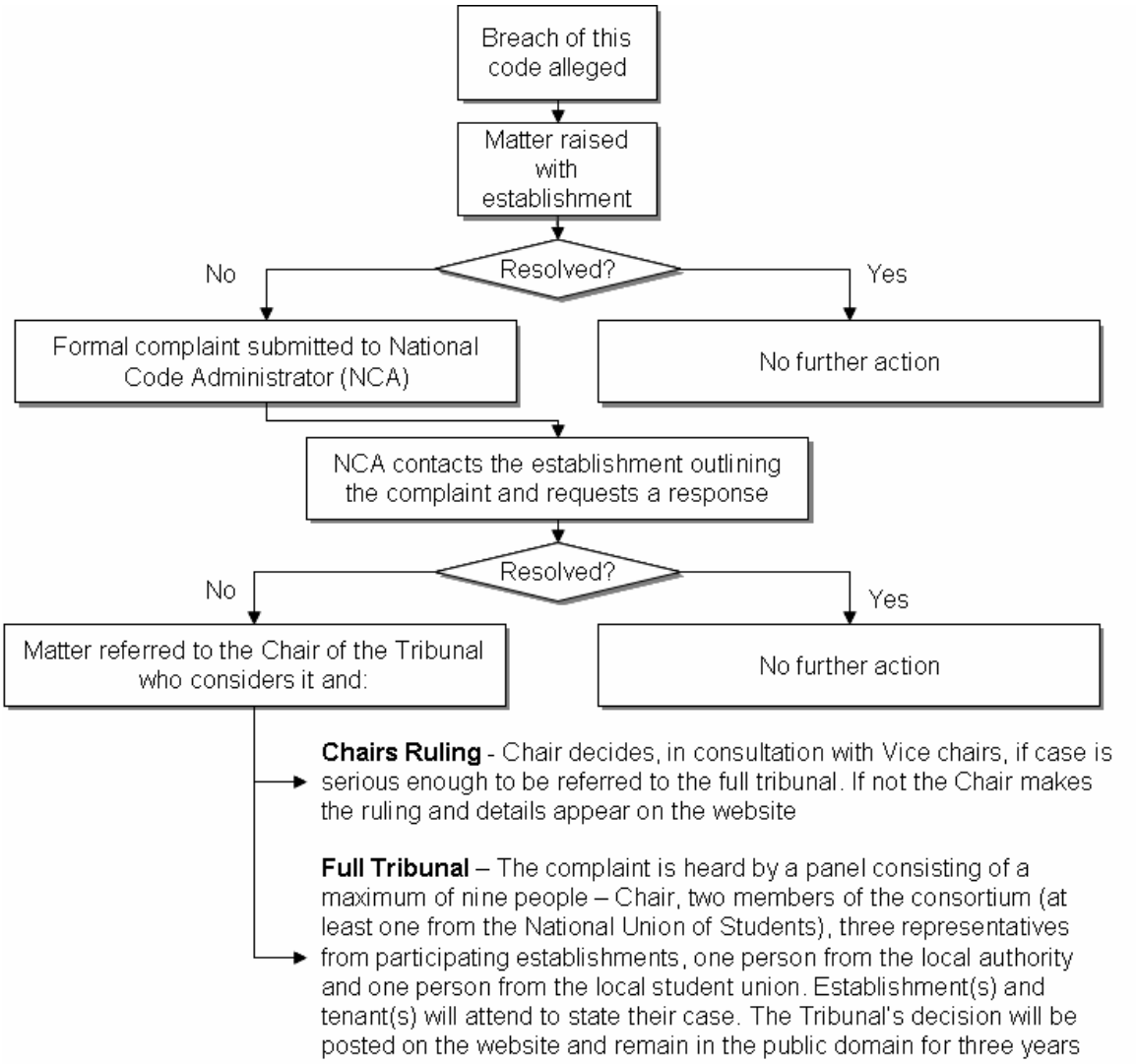
Self assessment:

- Membership of this Code is voluntary however all members will complete a self assessment questionnaire to assist establishments to identify and implement opportunities for improvement;
- The self assessment will give an overall score as well as providing scores of performance subdivided into the key sections of the Code;
- A satisfactory self assessment will admit the establishment to membership of the Code for a three year period;
- The establishment will declare their continued compliance with the Code annually (and update their original self assessment to record any significant changes to working practices or systems) and provide this to the central administrative body.

Verification:

- Each participating establishment will provide the services of a part time verifier (with suitable skills and experience) without charge, other than travel and subsistence costs, to a central resource pool for at least 1 year of the 3 year membership cycle;
- The level of resource provided to this central pool by each member organisation will be agreed and based on the number of bed spaces within the participating establishment;
- This panel of verifiers will be provided with initial training and meet periodically to ensure consistency and the transfer of good practice;
- Establishments will have their self assessments verified once every three years on a peer to peer basis by a team, selected from this verification panel;
- As a matter of principle a verifier will not verify their own establishments self assessment nor will they verify the self assessment of an establishment that has verified their own establishment;
- Verification visits will rescore the self assessment and if the two scores are within a defined tolerance the establishment will continue membership;
- Improvement actions will be required if significant deviations are identified and membership may be suspended until such improvements are carried out.

Appendix V – Complaints Procedure



Appendix VI – Housing Health and Safety Ratings System

The condition of all housing is now subject to Part 1 of the Housing Act 2004 and the evidence based risk assessment process of the Housing Health and Safety Rating System (HHSRS), on which local authorities must now base enforcement decisions. This applies to all types of residential premises, whether or not any amenities are shared.

Following a complaint, or for any other reason, a local authority may arrange to inspect premises to determine whether a category 1 or 2 hazard exists.

HHSRS assesses twenty-nine categories of housing hazard. Technical assessment is a two-stage process, addressing first the likelihood of an occurrence and then the range of probable harm outcomes. These two factors are combined using a standard method to give a score in respect of each hazard. HHSRS does not provide a single score for the dwelling as a whole or, in the case of multiply occupied dwellings, for the building as a whole.

The scores from different hazards cannot be meaningfully aggregated. There is no strong evidential basis for aggregating hazard scores, and to attempt to do this would make far more difficult the assessment of likelihood and spread of harm of hazards. However, the presence of a number of individual category 2 hazards may be a factor in an authority's decision to take action.

Hazards are scored in bands, from band A, the most severe, to band J. The relationship between these bands and category 1 and category 2 is prescribed in Regulations made under the Act. Category 1 hazards are those rated in bands A-C. Category 2 hazards are those rated band D and lower. Category 1 hazards trigger a local authority's duty under section 5 to take the appropriate enforcement action. Category 2 hazards can be dealt with under the authority's discretionary powers, which are set out in section 7.

The 2004 Act gives local authorities powers to intervene where they consider housing conditions to be unacceptable, on the basis of the impact of health and safety hazards on the most vulnerable potential occupant. The 2004 Act puts authorities under a general duty to take appropriate action in relation to a category 1 hazard. Where they have a general duty to act, they must take the most appropriate of the following courses of action:

- serve an improvement notice in accordance with section 11
- make a prohibition order in accordance with section 20
- serve a hazard awareness notice in accordance with section 28
- take emergency remedial action under section 40 or make an emergency prohibition order under section 43
- make a demolition order under section 265 of the Housing Act 1985 as amended
- declare a clearance area by virtue of section 289 of the 1985 Act as amended.

Appendix VII – Educational Establishments and the residential developments that are signed up to the Code as at 12th June 2008

Educational Establishment	Name of Development
Blackpool & Fylde College	Fleetwood Nautical Halls of Residence
Bradford University	Bradford Hall
	Kirkstone Hall
	University Hall
Castle College, Nottingham	Mooregate House
Chichester College	St Christophers Close
	Westgate Halls
Hillcroft College	Powell House
Leeds Metropolitan University	Kirkstall Brewery
	Sugarwell Court
	Woodhouse Flats
Loughborough College	New Gables
Nottingham Trent University	Brackenhurst Residences
	Canterbury Court
	Clarendon Court
	1-9 College Drive
	Gervase Residence
	Gordon House
	Fletcher Terrace
	Mill House
	21 Waverley St
Plumpton College	Main Building
	New Hostel
Rodbaston College	Campus Accommodation
The Royal Veterinary College	Northumberland Hall, Hatfield
	Odiham Hall, Hatfield
	College Grove, Camden, London
St Edmund's College, Cambridge	Mount Pleasant Campus
Stanfords College UK	Stanfords House
SCIO	8 Crick Road, Oxford
	The Vines, Oxford
University of Chichester	Charlotte House, Bognor Regis
	Longbrook, Bognor Regis
	Smith Halls, Bognor Regis
	Havenstoke Close, Chichester
	New Bishop Blocks, Chichester
	Old Bishop Blocks, Chichester
	Pinewood House, Chichester
	Standard Blocks, Chichester
University of Greenwich	Adelaide House, Chatham
	Aragon Court
	Binnie Court
	Boleyn Court
	Cleves Court
	Cutty Sark Hall
	Devonport House
	Forte House, Chatham
	Howard Court
	Merlin House, Chatham
	Parr Court

	Seymour Court
	Sunne House, Chatham
	Tudor Court
	Wolfe House, Chatham
University of Hertfordshire	College Lane campus
	De Havilland Campus
University of Leeds	Bodington Hall
	Carr Mills
	Charles Morris Hall
	10/10a Springfeild Mount
	12 Springfield Mount
	14 Springfield Mount
	32 Springfield Mount
	Clarence Dock
	20 Clarendon Place
	28 Clarendon Place
	30 Clarendon Place
	52 Clarendon Road
	27a Cumberland Road
	Devonshire Hall
	Coach House
	Elmfield House
	Grosvenor Court
	Ridgefield House
	Ruse House
	Springhill House
	The Orchards
	Ellerslie Hall
	10 Clarendon Place
	17 Clearendon Place
	27 Clarendon Place
	15-19 Lyddon Terrace
	37-41 Lyddon Terrace
	Henry Price Residences
	3 Kingston Terrace
	Leodis Residences
	Lupton Residences
	Lyddon Hall
	13-23 Cromer Terrace
	25 Cromer Terrace
	27-31 Cromer Terrace
	11 Lyddon Terrace
	13 Lyddon Terrace
	33 Lyddon Terrace
	35 Lyddon Terrace
	Montague Burton Residences
	38 Moor Road
	North Hill Court
	North Hill House
	11 North Grange Mount
	8 North Hill Road
	12 North Hill Road
	14 North Hill Road
	18 North Hill Road

	Oxley Residences
	14 Rokeby Gardens
	St Marks
	Sentinel Towers
	13/17 Shaw Lane
	18 Springfield Mount
	20 Springfield Mount
	22 Springfield Mount
	24 Springfield Mount
	26 Springfield Mount
	28 Springfield Mount
	30 Springfield Mount
	White Lodge
	8 Wood Lane

DECLARATION

We (Educational Establishment)

of (Establishment's Address)

Telephone contact number:
Website:
E-mail Address:

declare that:

I/we wish to join the ANUK/Unipol Code of Standards for Larger Residential Developments from (date to date) and that we agree to meet all the terms and conditions of the Code and abide by the regulatory mechanisms and complaints procedure as stated in the Code.

I/we wish to declare that the developments to be covered by this code are occupied by students undertaking a full time course of study at the given educational establishment.

I/we wish to declare that our residential developments listed on the attached schedule meet with the terms and conditions of the Code

I/we agree to meet the cost of joining the Code at xp (plus VAT) per bed space (NB the minimum fee for membership is £y, inc VAT), and accept that my/our registration covers from the period below (as dated) to date (cheques should be made payable to Unipol Student Homes).

I/we wish to declare that our residential developments (as listed on the attached schedule) meet with the terms and conditions of the ANUK Code.

Signed: Dated:

Name (please print):
Position in Educational Establishment:
Telephone contact number:
Website:
E-mail Address:

DECLARATION – SCHEDULE OF PROPERTIES

Name of residential development	Address (including postal Code)	Description of Residential development (number of bed spaces and number of separate buildings)	Contact Information for the Residential development (name, telephone number, E-mail address Website)

Signed: Name (please print):

Position in educational establishment: Telephone contact number:

Website: E-mail Address

For more than three residential developments please copy this sheet as required. Each separate sheet should be signed.