

Code of Standards for Larger Developments

for student accommodation not managed and controlled by educational establishments



The National Code of Standards for Larger Developments

for student accommodation NOT managed and controlled by educational establishments

2011

This Code establishes a set of specific standards with particular relevance to larger developments tenanted by students. The definition of "larger development" is a development where in excess of 15 students live in one building in rooms off a central corridor, in cluster flats, or in self contained flats.

Larger developments have particular needs and procedures relating to their ongoing management and this Code reflects their specialist status as an important part of the student accommodation supply.

The purpose of the National Code is to enable property owners, managers and tenants to agree a set of undertakings about how they wish to do business with one another.

This Code relates specifically to accommodation providers excluding educational establishments. In situations where accommodation is provided in partnership with an educational establishment, the determination of whether the accommodation is managed and controlled by the educational establishment is decided by the outcome of the calculations to be found in Annex 1 of the Code.

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

Compliance with the Code will ensure that:

- Both managers and tenants enjoy the benefit of good standards of housing management and practice.
- Misunderstandings and disputes are reduced.
- Where problems do occur they are promptly resolved.

In all cases the fact that a supplier has agreed to comply with the Code will be made explicit on property advertisements and tenant

information and the Code will be actively and positively promoted amongst students searching for housing.

The Code enjoys the support of the National Union of Students (NUS), Office of the Deputy Prime Minister, The Accreditation Network UK (ANUK), The Association for Student Residential Accommodation (ASRA), Chartered Institute of Environmental Health Officers (CIEH), Conference of University Business Officers (CUBO), UniversitiesUK, its secretariat is based at Unipol Student Homes. The business and service reputation of those that maintain compliance will be enhanced in contrast to those that either, choose not to operate within the Code or, fail to honour their agreement to work within it.

Adoption of the Code by an accommodation provider is **voluntary**. Making a commitment to abide by the Code is a serious matter and a failure to meet such a commitment is a breach of faith. The National Code Committee of Management undertakes a number of compliance tests for the purpose of ascertaining compliance with the Code and tenants can complain where they feel a breach has occurred. Information showing that owners are not complying with the Code is in the public domain and will remain accessible for three years, even if the owners leaves, or is removed, from the Code.

The secretariat for the ANUK/Unipol 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.

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THE CODE OF STANDARDS FOR LARGER DEVELOPMENTS

EQUAL OPPORTUNITIES

- 1.0 Managers will ensure that all accommodation allocation procedures comply with any existent equal opportunities policies that apply to their organisation. Where these do not exist, owners 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.
- 1.01 As part of its commitment to assist those with disabilities, it is agreed that charges for rooms adapted for use by students with disabilities do not exceed the normal room rate for that development.

MARKETING PRIOR TO LETTING PROPERTY TO TENANTS

Managers will ensure that:

- 2.00 All property details are reported accurately without misrepresentation to prospective tenants. This will include details provided in prospectuses, brochures and Websites. Where a development is being promoted in a University prospectus then the details will make clear if the operator of the scheme is not the University and will state clearly the management organisation charged with both tenant and building responsibilities;
- 2.01 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;
- 2.02 Where a booking fee is charged that fee is a standard published fee for all tenants and information will be provided on: the cost of the fee, the nature of the reservation being made, arrangements for cancelling the booking and returning the fee, the point at which the fee would not be returned if a tenancy was not entered into, the manner in which the booking fee will be returned to the tenant when a tenancy is entered into. In all cases a receipt will be given to a tenant for the booking fee and the conditions of levying and returning, or not returning, that fee will be stated on that receipt;
- 2.03 No other monies for deposits or rent are demanded prior to the signing and exchange of any letting agreement;
- 2.04 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 would be provided to these tenants should they request them in writing;

- 2.05 Any contracts used do not include terms that are in breach of the Unfair Terms in Contracts Regulations 1999;
- 2.06 Where a building is new, or undergoing refurbishment and the building programme is running late and where this may result in pre-let rooms not being ready for occupancy, the manager informs the future tenant at the earliest possibility of this likelihood and its consequences for them.
- 2.07 In the event that a room is not ready for occupation on the date that the tenancy begins then a suitable alternative room is provided, by the same supplier, in an adjacent building or, in any event, in a building within half a mile of the original development. The replacement facility must provide an equivalent level of services and amenities previously contracted for. If an alternative bed is not available on the terms above then a hotel room will be secured and any amount paid for rent during the period of temporary occupancy will be refunded to the tenant by the supplier with whom the customer signed the tenancy. If no self-catering facilities are provided in any accommodation offered then breakfast and one other meal will be provided, or arrangements for receiving these meals will be provided.

Rent Liability

Managers will ensure that:

- 2.08 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 contract;
- 2.09 Prospective tenants are issued with written receipts for all monies received, whether in payment for rent, deposit, utility or service charges. Where any transactions are undertaken in cash a written receipt will always be provided by the manager.

Contact Details for Staff

Managers will ensure that:

- 2.10 The owner of the building, their registered office and the name, address and any email address of those responsible for the management function of the building, together with a standard notice affirming membership of this Code (supplied at the time of signing) will be clearly displayed on a fixed noticeboard located either in the entrance lobby or a common facility in the development. If there is no main lobby then this will be affixed to the wall at the bottom of the main stairwell to the building;
- 2.11 The name and contact details of all staff involved in the management of the development will be provided to tenants at the commencement

of their tenancy, including the times that they will be available and specifying their duties.

State of Repair

Managers will ensure that:

- 2.12 All tenants are provided with an up-to-date inventory of their room/flat that indicates the state of repair of fixtures and fittings at the time their tenancy commenced. If no inventory is issued, no deductions from deposits will be made at the end of the tenancy in respect of the condition of the furniture and fittings. Where a standard furniture kit is available in all rooms in a development, a list of fixtures and fittings can be provided which would allow for deposit deductions in respect of items that are found to be missing from the room at the end of the tenancy period.

DURING THE TENANCY

Ensuring Possession

Managers will ensure that:

- 3.00 Statutory notices requiring possession are served on existing tenants in order to mitigate any delay or hardship that may be caused to the manager or incoming tenants.

Access

Managers will ensure that:

- 3.01 Where access is required for routine inspections, each affected tenant receives notification of the date, time and purpose of the visit not less than 24 hours in advance, except in circumstances where issuance of such notice is impractical; and that tenant privacy and entitlement to quiet enjoyment is respected. Where a regular cleaning service is provided this notice is inapplicable so long as cleaning staff access the tenant's premises in line with information given at the commencement of the tenancy regarding the provision of cleaning services;
- 3.02 Where a building is under snagging and defects procedures being undertaken by the builder and work needs to be carried out on a regular basis tenants are informed of this and the timescale for the programme of works, in advance of those works. Where practical, the contractors and their subcontractors will be escorted by a representative of the owner to ensure that access is properly ordered and that work being undertaken is not unduly disruptive of occupants. Contractors should not enter against tenants wishes unless required to do so by the owner because of an emergency;
- 3.03 Business is pursued in a professional, courteous and diligent manner at all times.

Fines

Managers will ensure that:

- 3.04 Tenants are not subject to an internal fining system within their tenancy arrangements. Costs of any damage caused by tenants will be deducted from any deposit held or by other means sanctioned by law.

Repairs and Maintenance

Managers will ensure that:

- 3.05 Tenants are provided with information about how to report any repair/maintenance issues and to whom these should be addressed;
- 3.06 The development is maintained in a way that complies with all statutory and local authority regulations relating to HMOs and/or purpose built developments;
- 3.07 Any repair or defect works that are required meet with the following performance standards
Priority One – Emergency Repairs – are completed 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 working 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;
- 3.08 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;
- 3.09 In a building with more than three floors, notice of external window cleaning and painting is given not less than 24 hours before those activities commence;
- 3.10 Where a dispute arises between the manager and tenant/s as to when a repair has been reported then the date on which the repair was reported to the manager in writing will be the accepted date;
- 3.11 Contractors will remove all redundant materials and debris from site on completion of works in a reasonable time and will behave in a professional and courteous manner at all times.

Cleaning and Maintenance of Communal Areas

Managers will ensure that:

- 3.12 Full details of the times for cleaning and maintaining communal areas will be provided to tenants in writing or displayed on appropriate notice boards within the development.

Furniture and Storage Space

Managers will ensure that:

- 3.13 All study bedrooms contain a bed, adequate clothes storage space, a desk, chair, and curtains which are hung properly;
- 3.14 All furnishings and furniture 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

Kitchen Facilities

Managers will ensure that:

- 3.15 All kitchen facilities are designed and installed having regard to safety;
- 3.16 Food storage and preparation facilities comply with levels of provision laid down by the Local Authority for developments of this type;
- 3.17 Kitchens contain an adequate number of appropriately positioned plug sockets;
- 3.18 Kitchens are sited on the same level as the sleeping accommodation or have an adjacent dining or communal space where eating at a table can take place.

Toilet and Personal Washing Facilities

Managers will ensure that:

- 3.19 WC, bath and/or shower facilities comply with the levels of provision laid down by the Local Authority for developments of this type;
- 3.20 All WCs situated in tenants' rooms are properly compartmentalised, with adequate provision of natural or mechanical ventilation;
- 3.21 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.

Laundry Facilities

Managers will ensure that:

- 3.22 Facilities are provided for the washing and drying of clothes. Where a launderette is provided the ratio of Washer/driers to tenants should be no greater than 1:75 and consideration should be given to the possibility of machine malfunction.
- 3.23 Where a launderette is provided within a development and that facility is provided as an amenity in the particulars of the letting at the point of establishing a tenancy, details of the organisation responsible for the management and ownership of the launderette are displayed and information on how to report repairs supplied to the tenants. If the facility is not accessible 24 hours a day then tenants will be informed about opening times.

Mail deliveries

Managers will ensure that:

- 3.24 Tenants are informed of procedures for the distribution of incoming mail and where it can be collected from. Tenants must be able to access their mailbox from a secure area, preferably accessible from within the building.
- 3.25 Where mail is not delivered through a letterbox into the room or flat of occupancy, then mail is delivered in conveniently located, lockable, secure, mailboxes;
- 3.26 Where the manager of the building is responsible for the distribution of mail, this is delivered on all normal Monday to Friday working days, not more than 24 hours from the time of the mail being delivered at the building. Mail received over public holidays and weekends shall be delivered not later than 24 hours after a normal working day occurs. The manager is not required to take delivery of parcels and larger items of mail, but in these circumstances notification that such items can be collected from a central depository must be given within the timescale above. Where a manager accepts parcels then notification of these items must be given to tenants within the timescale above;
- 3.27 Tenants are informed of any mail forwarding arrangements not less than 14 days before the end of any tenancy. It is not necessary for managers to agree to forward mail but this must be made clear to tenants, in advance. Where no forwarding service is offered, undelivered mail must be returned to the sender with the notification "gone away" on each item.

HEALTH AND SAFETY

Housing Health and Safety Rating System

Managers will ensure that:

4.00 In consultation with the Local Authority, buildings are maintained in compliance with the requirements of Part I of the Housing Act 2004 (see appendix 3 dealing with the Housing Health and Safety Rating System).

Gas Appliances and Supply

Managers will ensure that:

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

4.02 All gas appliances are serviced annually by a Gas Safe Register engineer and verification of this servicing within the development/flat is provided to each tenant;

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

Electrical Installations and Appliances

Managers will ensure that:

4.04 They possess a current Periodic Inspection Report (based on Appendix 6 of BS 7671) showing that all electrical installations are in satisfactory condition. The inspection must be carried out by a competent electrical engineer (preferably National Inspection Council for Electrical Installation Contracting or Electrical Contractors Association) to show that the installation is safe and satisfactory and had been tested within the last 5 years;

4.05 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;

4.06 Reasonable steps are taken to ensure that all electrical appliances provided by them are functioning effectively, in accordance with manufacturers' operational instructions and in a safe manner. Portable Appliance Testing (PAT) would be one satisfactory method of ensuring this, another would be to install circuit breakers. Appliances must be regularly visually inspected for wear and tear by the managers and any defects remedied. Tenants are provided with information about how, and to whom, any defects should be reported;

4.07 Instructions for the safe use of all electrical appliances are provided to the tenants and isolator switches properly labelled;

4.08 When a room is described as having central heating, this comprises of a heater that can be controlled within the room or flat, and 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 be regarded as electric heating.

Energy Efficiency

Managers will ensure that:

- 4.09 All Developments built before 2002 are provided with a reasonable level of energy efficiency installations;
- 4.10 Tenants are given, on request, advice on how best to heat the accommodation and use hot water in an energy efficient way when using the facilities provided.

Fire Safety

Managers will ensure that:

- 4.11 All developments are provided with properly maintained fire safety installations, and instructions on their use, necessary to enable the tenants to safely evacuate the building in event of a fire where this is required. These will be provided with fire safety measures in accordance with current legislation and may include by way of example:
 - a fire escape route with a minimum of 30 minutes fire resistance
 - an automatic fire alarm system
 - an emergency lighting system sited to protect the route of escape

The design and detail of the measures are determined in accordance with a fire safety risk assessment and in consideration of the local authority's HMO standards;

- 4.12 Fire alarm and detection systems are maintained in proper working order, systems are tested regularly, and an annual inspection and test of the entire system is carried out by a suitably qualified engineer;
- 4.13 A log book or certificate is kept containing information on when the testing and inspection of the fire alarm system was carried out and by whom;
- 4.14 Documentation is available to certify that the fire alarm and emergency lighting systems have received annual checks and are in proper working condition;
- 4.15 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;
- 4.16 Notices containing this information is displayed in all rooms and communal areas;
- 4.17 All exit routes within the building, such as hallways, landings and staircases, so far as they are under the control of the landlord and as far

as reasonably practical, are maintained safe and unobstructed to enable evacuation of the dwelling in the event of fire.

Security Measures

Managers will ensure that:

- 4.18 External doors to the 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 (if an electronic system is installed then it will be programmed to open in event of a power failure). Door frames should be of a strong construction and well secured;
- 4.19 Any intercom entry systems should not allow access to the building without the tenant being able to establish the identity of the caller;
- 4.20 Ground floor and upper storey windows accessible from ground level are of sound construction and fitted with a lockable system capable of being opened from the inside without the use of a key. Occupants of ground floor rooms should be provided with specific security information;
- 4.21 The building has a security plan detailing an appropriate level of management to maintain security standards and this plan can, on request, be shown to tenants. The plan should also stipulate what security information will be supplied to tenants.

The Environment

Managers will ensure that:

- 4.22 All developments are provided with adequate refuse disposal facilities for the number of occupants;
- 4.23 Where waste facilities are used by more than 10 tenants then a waste disposal plan exists for the building which can be consulted by tenants, on request. Tenants must be informed, not later than 24 hours of moving into the building, of waste collection arrangements. Where the local authority operates a recycling scheme, the waste disposal plan will conform to the relevant standards for recycling refuse.
- 4.24 The perimeter of all developments and any surrounding grounds are maintained in good order and are free of waste and litter as far as is reasonably practicable;
- 4.25 Where a garden area exists this is properly maintained and not be allowed to become overgrown. The path to and from all external doors will be kept in good repair and free from obstruction;
- 4.26 Where a garden or gardens exist these are retained as soft planted areas (this includes low maintenance graveling with planting), although paths may be added. Plants and shrubs will be properly maintained and not be allowed to obstruct the pavements or other public areas surrounding the property;

- 4.27 Hedges and bushes are kept trimmed low wherever practical to avoid providing screening for criminal activities;
- 4.28 Neighbouring residents have access to and be eligible to use the complaints procedure (7.00 and 7.01). A neighbour is defined as a resident within the same or adjacent street within 200 metres of the property.

Communal Lighting

Managers will ensure that:

- 4.29 All internal and external communal areas are provided with adequate safe lighting;
- 4.30 Where light switches are fitted with automatic timers they allow sufficient time for tenants to reach their rooms or to exit the building;
- 4.31 No more than five lamps fail on external lighting before those lamps are replaced and no more than three lamps fail on stairwells and corridors before those lamps should have been replaced.

AT THE END OF THE TENANCY

Deposits

Managers will ensure that:

- 5.00 Where a landlord/agent has established an Assured Shorthold Tenancy, they must ensure that any deposit is held in accordance with the tenancy deposit scheme legislation, set out in the Housing Act 2004, and in accordance with regulations made both under the Act and by the relevant scheme operator;
- 5.01 Tenants are issued with clear written guidelines regarding the standard of cleaning and other arrangements for bringing the tenancy to an end so as to avoid misunderstandings regarding the standard of cleanliness and condition of the property expected at the end of the tenancy;
- 5.02 All deposits (or balances on deposits) will be returned to former tenants within 28 days of the end of the tenancy or, if the deposit is protected by the Tenancy Deposit Protection Scheme, then in accordance with those requirements. In the event that a deposit is not to be returned within 28 days then the tenant will be sent reasons for that delay, in writing, together with a statement of account providing reasonable details of any and all deductions to the former tenant/s.

References

Managers will ensure that:

- 5.03 Following a written request from a former tenant, a reference will be provided.
- 5.04 Letters of reference are based on the performance of the named individual during the period of the tenancy only, or in the case of a joint tenancy those within the tenancy.

DISPUTES

Where disputes arise with tenants, managers will ensure that:

- 6.00 They respond reasonably and promptly to tenants or their representatives. Where a parent of a tenant is making a complaint then the tenant will confirm in writing that this constitutes their representative;
- 6.01 They make written response to any correspondence from tenants or their representatives within three weeks of its receipt;
- 6.02 Any settlements or agreements reached are honoured within three weeks of the settlement being agreed;
- 6.03 They maintain courteous professional relations with tenants during any dispute.

Complaints

Managers will ensure that:

- 7.00 Within four weeks of receipt of any written complaint from a tenant (or their representative) they rectify any breach of this Code of Standards or, where any allegations are contested, enter into correspondence with the tenants or their representative; (Appendix 2 describes the complaint resolution procedure)
- 7.01 Where such a breach is contested, or where rectification is not made in accordance with 7.00 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. In the event that such recommendations are not followed by the manager 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 owner from the Code.

Data Protection

All information concerning owners/managers of 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.

The ANUK/Unipol National Code of Standards for Larger Developments is administered by Unipol Student Homes on behalf of the Code Consortium and the Committee of Management. Telephone 0113 243 0169 and ask for The National Code Administrator for further information or general enquiries. For financial enquiries please select option 3 on 0113 243 0169 for the finance section.
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ANNEX 1

National Code of Standards for Larger Developments

For student accommodation not managed and controlled by educational establishments

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

Many larger student accommodation developments are undertaken in partnership between a provider of services and an educational establishment. As a result of this it can be difficult to determine whether a building is being managed and controlled by the educational establishment or by the private provider. In order to discover who the building is managed and controlled by, 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 a worked example of the method of determination see below.

Guidelines on Questions

The term "educational establishment" means just that and "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 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.

HardFM - 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 FM - 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.

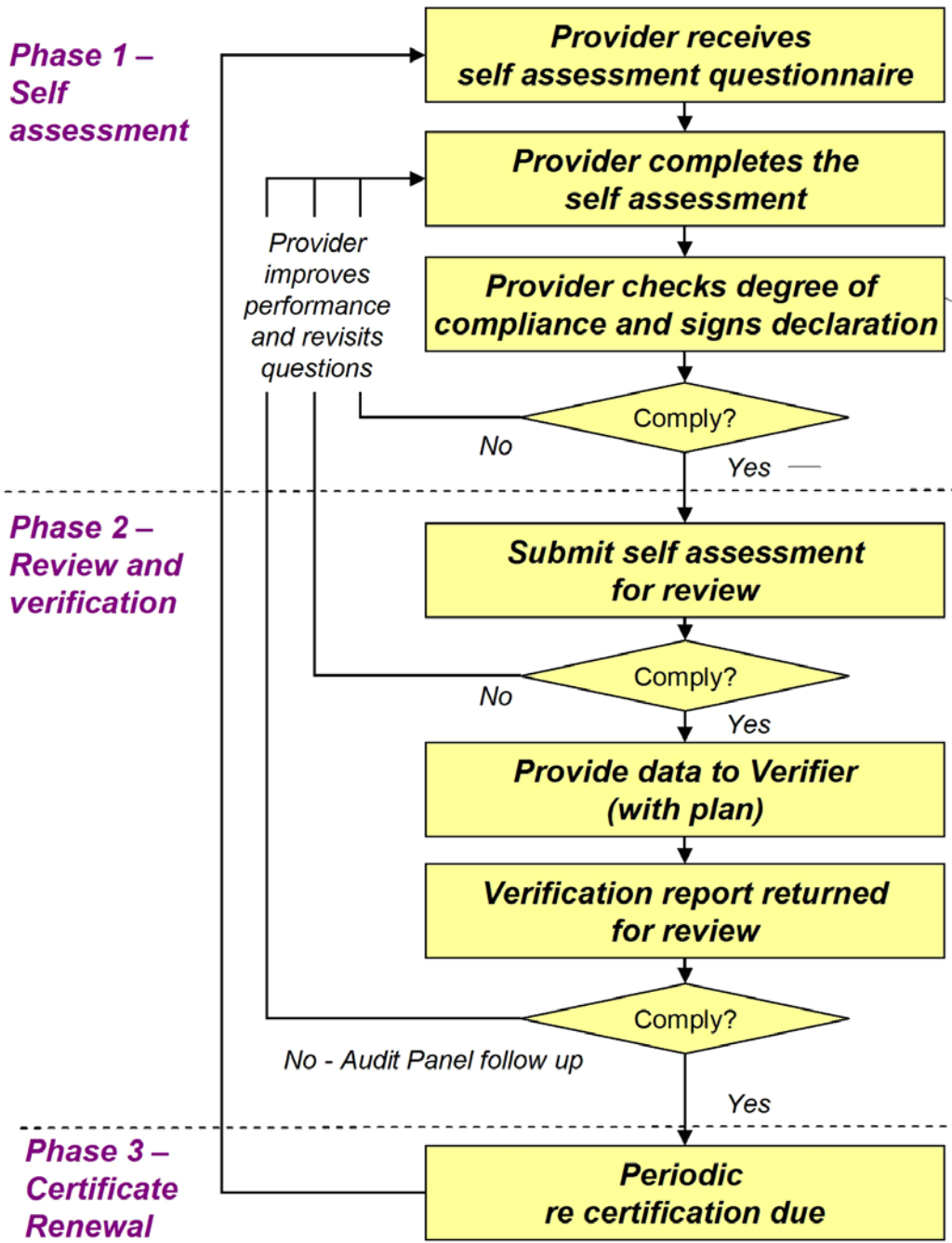
Determination of Whether Development is Managed and Controlled by an Educational Establishment

Name of
Development/Area: Blank

| | Available | Who | Provider | Points | Educational Establishment | Points |
|----------------------------|-----------|------|----------|-----------|---------------------------|-----------|
| Marketing | 1 | Both | yes | 1 | yes | 1 |
| Rent Collection | 1 | Both | yes | 1 | yes | 1 |
| Tenancy | 6 | Both | yes | 6 | yes | 6 |
| Hard FM | 2 | Both | yes | 2 | yes | 2 |
| Soft FM | | | | | | |
| 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 development only if it scores the most points

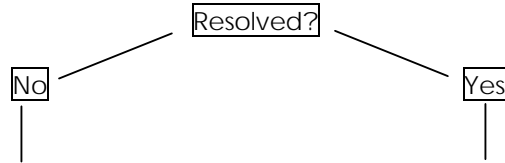
Appendix 1 - Audit and Compliance Framework



Appendix 2 – Complaints Procedure

A. Breach of Code alleged

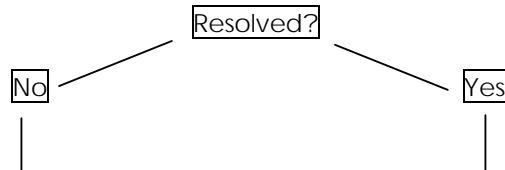
B. Matter raised with accommodation provider



C. Formal Complaint submitted to National Code Administrator

No further action

D. NCA contacts provider outlining the complaint and requesting a response



E. Matter referred to Chair of Tribunal

No further action

F. Chair considers the complaint and has two possible courses of action:

Chairs Ruling - Chair decides, in consultation with Vice chairs, if case is serious enough to be referred to the full tribunal. If not the Chair makes the ruling and details appear on the website

Full Tribunal – Complaint is heard by panel consisting of a maximum of nine people – Chair, two members of the consortium (at least one from NUS), three owner representatives, one person from the local authority, one person from the local student union, one person from the educational establishment (where appropriate). Owner and tenant/s will attend to state their case. Tribunal’s decision will be posted on the website and remain in the public domain for three years

Appendix 3 – Housing Health and Safety Ratings System

The condition of all housing is now catered for by 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 the Regulations. 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.

Schedule 1: Developments in England Signed-Up to the ANUK/Unipol National Code for Non-Educational Establishments as of 1st January 2011

| Name of Provider | Name of Development |
|---|--|
| A2 Dominion Group | Deans Court, Bristol |
| | Woodland Court, Bristol |
| | Champneys Court, Oxford |
| | Edna Rose Court, Oxford |
| | Sinnet Court, Oxford |
| Aldwyck Housing Group (formerly CAMCAT) | Sedley Court, Cambridge |
| Campus Living Villages UK. Ltd | Bedford University Campus, Luton |
| | Bramell Court, Salford |
| | Eddie Colman Court, Salford |
| | John Lister Court, Salford |
| | Matthias Court, Salford |
| Cass and Claredale | Claredale House, Tower Hamlets, London |
| | Sir John Cass Hall, Hackney, London |
| Charlotte House Ltd | 94a Fenkle Street, Newcastle |
| Clubeasy Group PLC | Molly Hayes, Exeter |
| | Cathedral Street Apartments, Lincoln |
| | Hayes Wharf, Lincoln |
| | Hayes Apartments, Loughborough |
| Cosmopolitan Student Homes | Wardley House, Bradford |
| Cotton Mills | Cotton Mills, Nottingham |
| CRM Students | Laisteridge Lane, Bradford |
| | Holly Court, Bristol |
| | Kings Square House, Bristol |
| | Batim House, Cambridge |
| | Masters House, Cambridge |
| | Purbeck House, Cambridge |
| | Tripos Court, Cambridge |
| | Varsity House, Cambridge |
| | Isca Lofts, Exeter |
| | The Prioory, Leeds |
| | Brayford Quay, Lincoln |
| | Hive Hoxton, London |
| | Bower Terrace, Maidstone |
| | Forster Street, Nottingham |
| | The Glasshouse, Nottingham |
| | Slade Park, Oxford |
| | Leighton Hall, Preston |
| | IQ Student Quarter, Salford |
| | Norfolk Park, Sheffield |
| | D&B Property Management |
| De Montfort Housing Society (formerly Leicester/Newarke Housing Association) | Leslie Holes Court, Leicester |
| | Millstone Court, Leicester |
| | Pennine Place, Leicester |
| Derwent Living | Canalside, Birmingham |
| | Lynden House, Coventry |
| | Brookside, Derby |
| | Benjamin Russell Court, Leicester |
| | Waterway Gardens, Leicester |

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| | Derwent Point, London |
| | Forest Court, Loughborough |
| | Raleigh Park, Nottingham |
| | Trinity Square, Nottingham |
| | The Cube, Sheffield |
| | The Trigon, Sheffield |
| Downing Property Services Ltd | Broadcasting Tower, Leeds |
| DRE Property Services Ltd | 70-74 St James's Street, Nottingham |
| Fresh Student Living (Formerly Carlton North Wales Ltd) | Abbeygate, Chester |
| | Athena Hall, Ipswich |
| | Quebec House, Kingston on Thames |
| | Europa, Liverpool |
| | Optima, Loughborough |
| | Manor Bank, Newcastle |
| | Rockingham House, Sheffield |
| | Chambers, Wolverhampton |
| Guinness Northern Counties Housing Association | Phoenix Court, Sheffield |
| Haria Management Ltd (formerly Survana Ltd) | Haria House, Bradford |
| | Haria Tower, Bradford |
| HCR Ltd | Alexandra Residential Club, Birmingham |
| Hudson Properties | 38 Clarendon Road, Leeds |
| IQ Letting Property Partnership | IQ Five, Birmingham |
| | IQ Bristol, Bristol |
| | IQ Wave, Kingston on Thames |
| | IQ Leeds, Leeds |
| | IQ Exchange, Nottingham |
| | IQ Kopa, Preston |
| | IQ Brocco, Sheffield |
| | IQ Steel, Sheffield |
| Kexgill Ltd | Edmund/Wilton Street, Bradford |
| | Cranbrook, Hull |
| | The Trees, Hull |
| | Providence Row, Leeds |
| | Royal Park, Leeds |
| | Thornville Court, Leeds |
| | Welton Road, Leeds |
| | Royal Albert Court, Nottingham |
| | Royal Albert Mill, Nottingham |
| | Ladywell Court, Preston |
| | Malthouse, Preston |
| | Tulkeith Road, Preston |
| | Cromwell Court, Salford |
| Liberty Living | Liberty Park, Bedford |
| | Liberty Living at The Beeches, Birmingham |
| | Liberty Living at Hunter Court, Birmingham |
| | Liberty Living at Queen's Hospital Close, Birmingham |
| | Liberty Park, Coventry |
| | Liberty Living at Trinity Point, Coventry |
| | Liberty Quays, Gillingham |
| | Liberty Park, Leeds |

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| | Liberty Park, Leicester |
| | Liberty Living at Atlantic Point, Liverpool |
| | Liberty Park, Liverpool |
| | Liberty Living at Prospect Point, Liverpool |
| | Liberty Court, London |
| | Liberty Fields, London |
| | Liberty House (St John St), London |
| | Liberty House (Sebastian St), London |
| | Liberty Hall, London |
| | Liberty Living at Mill Point, Manchester |
| | Liberty Living at Sir Charles Groves Hall, Manchester |
| | Liberty Court, Newcastle |
| | Liberty Living ay Quay Point, Newcastle |
| | Liberty Living at Foundry Court, Preston |
| | Liberty Living at Trinity Student Village, Preston |
| | Liberty Court, Sheffield |
| | Liberty House, Sheffield |
| | Liberty Works, Sheffield |
| | Liberty Living at Mercury Point, Southampton |
| | Liberty Living at Orions Point, Southampton |
| | Liberty Court, Stoke on Trent |
| Lutheran Council of GB | International Lutheran Student Centre, London |
| | Sandwich Street, London |
| Magnus (Buzzard) Ltd | Delph Court, Leeds |
| Mainstay Residential Ltd | Jennens Court, Birmingham |
| | Studios 51, Birmingham |
| | Forster Halls, Bradford |
| | Grattan Residence, Bradford |
| | Studios 58, Bristol |
| | Asha House, Loughborough |
| | Waterways, Loughborough |
| Malik Halls Ltd | Imitar Malik Halls, Bradford |
| | The Jason Trigg Building, Bradford |
| Manor Villages Ltd | Bernard Russell House, Nottingham |
| | The Village, Nottingham |
| Mansion Property Management Ltd | Fitzharding House, Bristol |
| | Hotwells House, Bristol |
| | Avon Way House, Colchester |
| | 66 Mount Pleasant, Liverpool |
| | St Andrews Gardens, Liverpool |
| | Beechwood House and Gardens, Manchester |
| | Mansion Court, Manchester |
| | Mansion House, Manchester |
| | Weston Court, Manchester |
| | Garth Heads, Newcastle |
| | Mansion Square, Nottingham |
| | Cambridge Terrace, Oxford |
| Mary Morris International Residences | Cliff Road, Leeds |

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| | Roundhay Flats, Leeds |
| | Shire Oak Road, Leeds |
| | Tanney Square, Leeds |
| Mezzino | The Junxion, Lincoln |
| | The Foundry, Loughborough |
| | Rialto Court, Stockton on Tees |
| Niche Homes Ltd | St Marks Court, Leeds |
| Nido Student Living | Nido Kings Cross, London |
| | Nido Spitalfields,, London |
| Nordic Properties | Nordic Hotel, Leeds |
| Notting Hill Housing (formerly Touareg Trust) | Paragon Site, London |
| Opal Property Group | Opal One, Birmingham |
| | Arkwright Hall, Bradford |
| | Opal 1, Exeter |
| | Aspley Hall, Huddersfield |
| | Little Aspley Hall, Huddersfield |
| | Opal 3, Leeds |
| | Grosvenor House, Leicester |
| | Opal Court, Leicester |
| | Great Newton Hall, Liverpool |
| | Opal Court, Liverpool |
| | Opal 2, Greenwich, London |
| | Opal 3, Islington, London |
| | Opal 4, Islington, London |
| | Sutton Bonington , Loughborough |
| | Wilmslow Park, Manchester |
| | Opal 1, Nottingham |
| | Opal 1, Sheffield |
| | Opal 2, Sheffield |
| | Opal 3, Sheffield |
| | Fiveways Hall, Wolverhampton |
| Parklane Triangle | The Triangle, Leeds |
| Parrish Court Developments | Parrish Court, Newcastle |
| RMP Properties Ltd | The Pavilions, Leeds |
| | 1 - 4 Yalta Court, Leeds |
| Sanctuary Management Services | Great Wilkins Hall of Residence, Brighton |
| | Alliance House, Islington, London |
| | Coopers Court, Tower Hamlets, London |
| | Dinwiddy House, Islington, London |
| | Don Gratton House, Tower Hamlets, London |
| | Lilian Knowles House, Tower Hamlets, London |
| | Manna Ash House, Southwark, London |
| | Paul Robeson House, Islington, London |
| Signpost Homes Ltd | Lym Regis House, Bournemouth |
| | Okeford House, Bournemouth |
| | Point Exe, Exeter |
| | Coombestone House, Plymouth |
| | Valletort House, Plymouth |
| South Street IM Ltd | Ashenhurst Student Village, Huddersfield |
| | Storthes Hall Park, Huddersfield |
| | The Pavilions, Lincoln |

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| | The Pinnacles, Sheffield |
| Student Facilities Management Ltd | Q3 Apartments, Manchester |
| | The Warehouse, Preston |
| | Aspect 3, Sheffield |
| Student Living | Aston Court, Nottingham |
| Total Housing Ltd | Kielder House, Newcastle |
| Touchstone Corporate Property Services | Park Court, Lincoln |
| | Therese House, London |
| | Goldsmith Court, Nottingham |
| Towers Lettings and Property Management | Maritime Studios, Falmouth |
| | Central Park Towers, Plymouth |
| Unipol Student Homes | Alexander Court, Leeds |
| | Carlton Hill, Leeds |
| | Garden House, Leeds |
| | Grayson Heights, Leeds |
| | Mill Street, Leeds |
| | New York Street, Leeds |
| | Royal Park Flats, Leeds |
| | Westfield Court, Leeds |
| UNITE | Charlton Court, Bath |
| | Waterside Court, Bath |
| | Curzon Gateway, Birmingham |
| | Londonderry House, Birmingham |
| | The Heights, Birmingham |
| | Purbeck House, Bournemouth |
| | Blenheim Court, Bristol |
| | Chantry Court, Bristol |
| | Cherry Court, Bristol |
| | Culver House, Bristol |
| | Favell House, Bristol |
| | Marketgate, Bristol |
| | Nelson, Drake & Trafalger, Bristol |
| | Phoenix Court, Bristol |
| | The Rackhay, Bristol |
| | Transome House, Bristol |
| | UNITE House, Bristol |
| | Waverley House, Bristol |
| | Callice Court, Coventry |
| | Paradise Place, Coventry |
| | Raglan House, Coventry |
| | Sherbourne House, Coventry |
| | Exeter Trusts House, Exeter |
| | Northernhay House, Exeter |
| | Northfields, Exeter |
| | Firth Point, Huddersfield |
| | Snow island, Huddersfield |
| | Concept House, Leeds |
| | James Baillie Park, Leeds |
| | Joseph Stones House, Leeds |
| | Sky Plaza, Leeds |
| | The Plaza, Leeds |
| | The Tannery, Leeds |
| | Filbert Village, Leicester |

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| | Newarke Point, Leicester |
| | St Martins House, Leicester |
| | The Grange, Leicester |
| | Apollo Court, Liverpool |
| | Arrad House, Liverpool |
| | Cambridge Court, Liverpool |
| | Capital Gate, Liverpool |
| | Cedar House, Liverpool |
| | Grand Central, Liverpool |
| | Larch House, Liverpool |
| | Lennon Studios, Liverpool |
| | Myrtle Court, Liverpool |
| | The Railyard, Liverpool |
| | Bartholomew Road, London |
| | Beaumont Court, London |
| | Bernard Myers House, London |
| | Blithehale Court, London |
| | Camden Road, London |
| | Canto Court, London |
| | Charles Morton Ct, London |
| | Devonshire Street, London |
| | Donald Hunter House, London |
| | East Central House, London |
| | Elizabeth Croll House, London |
| | Emily Bowes Court, London |
| | Ewan Henderson Court, London |
| | Fulham Road, London |
| | Great Suffolk Street, London |
| | Julian Markham House, London |
| | Kirby Street, London |
| | Mary Brancker House, London |
| | Newington Court, London |
| | Orient Court, London |
| | Pacific Court, London |
| | Piccadilly Court, London |
| | Poland House, London |
| | Quantum Court, London |
| | Rahere Court, London |
| | Sherren House, London |
| | Somerset Court, London |
| | Station Court, Haringay, London |
| | Sunlight Apartments, London |
| | Three Colts Lane, London |
| | Wedgewood Court, London |
| | Winchester Place, Islington |
| | Woburn Place, London |
| | Woodland Court, London |
| | Harry French Halls, Loughborough |
| | The Holt, Loughborough |
| | William Morris Halls, Loughborough |
| | William Morris Villas, Loughborough |
| | Daisybank Villas, Manchester |
| | Heald Court, Manchester |
| | Kincardine Court, Manchester |

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| | New Medlock House, Manchester |
| | Oxney Gardens, Manchester |
| | Park View, Manchester |
| | Parkway Gate, Manchester |
| | Piccadilly Point, Manchester |
| | Camden Court, Newcastle |
| | Fellsdyke Court, Newcastle |
| | Magnet Court, Newcastle |
| | |
| | Riverside Point, Nottingham |
| | St Peters Court, Nottingham |
| | Alexandra Works, Plymouth |
| | Central Point, Plymouth |
| | Discovery Heights, Plymouth |
| | St Teresa House, Plymouth |
| | St Thomas Court, Plymouth |
| | Corfe House, Poole |
| | James Watson Hall, Portsmouth |
| | Margaret Rule Hall, Portsmouth |
| | Trafalgar Hall, Portsmouth |
| | Crown House, Reading |
| | Archways, Sheffield |
| | Central Quay, Sheffield |
| | Devonshire Courtyard, Sheffield |
| | Exchange Works, Sheffield |
| | Leadmill Point, Sheffield |
| | The Anvil, Sheffield |
| | The Forge 1& 2, Sheffield |
| | Downsview House, Swindon |
| UPP Broadgate Park Ltd | Broadgate Park, Nottingham |
| UPP Residential Services Ltd | AN Other Development, Nottingham |
| | Blenheim Hall, Nottingham |
| | Gill Street, Nottingham |
| | The Maltings, Nottingham |
| | Meridian Court, Nottingham |
| | Norton Court, Nottingham |
| | Peverell Hall, Nottingham |
| | Sandby Complex, Nottingham |
| | Simpson's Hall, Nottingham |
| U Student (Sunderland) Ltd | The Forge Student Village, Sunderland |
| Victoria Hall Ltd | Grange Rd, Birmingham |
| | Castle St, Leicester |
| | Hatton Gardens, Liverpool |
| | Higher Cambridge St, Manchester |
| | Upper Brook St, Manchester |
| | Byron Street, Newcastle |
| | Curzon St, Nottingham |
| | Eldon St, Sheffield |
| | Lock Street, Wolverhampton |
| Viridian Housing (formerly Servite Houses) | Welkin Residences, Eastbourne |
| | Platt Hall, London |
| | Usher Hall, London |
| | Wood Green Hall, London |
| | Writtle Hall, London |

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|---------------------------------|--|
| | Lucia Foster Welch Hall, Southampton |
| Whitfield Estates Ltd | The Forum, Cambridge |
| | Petersfield Student Complex, Cambridge |
| Willoughby (599) Limited | Hamstead Campus, Birmingham |

National Code of Standards for Larger Developments

DECLARATION

We (name of company/owner/)

of (Company Address)

Website:

General E-mail Address:

declare that:

I/we wish to join the Code of Standards for Larger Developments from January 1st 2011 - 31st December 2011 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 agree to meet the cost of joining the Code at 0.96p (plus VAT) per bed space (NB the minimum fee for membership is £490 plus VAT), and accept that my registration covers from the period below (as dated) to 31st December 2011 (cheques should be made payable to Unipol Student Homes).

I/we agree to pay a re-visit fee of £400 (plus travel expenses) should it be deemed necessary to undertake a third revisit to any of our developments as part of the verification procedures.

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

I/we accept that it is an important part of the Code to inform tenants of our membership and agree to place information about the Code on any website relating to our accommodation

Signed:

Dated:

Name (please print):

Position in Company:

Telephone contact number:

E-mail Address

The ANUK/Unipol National Code of Standards for Larger Developments is administered by Unipol Student Homes on behalf of the Code Consortium and the Committee of Management. Telephone 0113 243 0169 and ask for The National Code Administrator for further information or general enquiries. For financial enquiries please select option 3 on 0113 243 0169 for the finance section.

155-157 Woodhouse Lane, Leeds LS2 3ED

www.unipol.leeds.ac.uk

Registered Charity No 1063492

VAT Registration No 69884549

National Code of Standards for Larger Developments

DECLARATION – SCHEDULE OF PROPERTIES

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

Signed:
(please print):

Name

Position in Company:
Telephone contact number:

Website:
Address

E-mail

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