



**ANUK / Unipol Code of Standards for Larger Residential Developments**  
for student accommodation managed and controlled by educational establishments

*Finalised for approval on 1<sup>st</sup> June 2019*

# **ANUK / Unipol Code of Standards for Larger Residential Developments**

## **for student accommodation managed and controlled by educational establishments**

### **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 occupants 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 - occupant 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 occupants 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 occupants 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 occupant 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 educational establishment is entirely voluntary and the National Codes' 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.

Occupants 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.

This Code assumes an educational establishment's compliance with all statutory requirements as contained within housing, building, planning, disability discrimination, equal opportunities, data protection and other relevant legislation, as well as adoption of good practice principles such as the 'Support and Guidance for Equality and Diversity' published by the Equality Challenge Unit (ECU).

## **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.

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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.

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## The Requirements of the ANUK Code

*Member establishments make a commitment to ensure that:*

### SECTION 1: GENERAL

- 1.0. Business is pursued in a professional, courteous and diligent manner at all times;
- 1.1. This Code is used throughout their educational establishment as a framework for self-assessment and they will use the outcome of these assessments to continuously improve the services they provide to occupants;
- 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 educational establishment's legal responsibilities and obligations;
- 1.3. The person/persons designated as the responsible manager at a site will complete the online training course within eight weeks of being appointed.

### SECTION 2: EQUALITY AND INCLUSION AS IT RELATES TO THE PROVISION OF ACCOMMODATION SERVICES

*Managers will ensure that:*

- 2.0. The educational establishment will develop an equality access statement, or equivalent, in respect of their managed and controlled accommodation;
- 2.1. All procedures for the allocation of accommodation comply with any equality and inclusion policies that apply to their educational establishment and in accordance with the law, in particular the provisions of the Equality Act 2010;
- 2.2. 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 in accordance with the legally protected characteristics;
- 2.3. Charges for rooms adapted for use by students with disabilities do not exceed the ordinary average room rate charged by the educational establishment across its full range of rents;
- 2.4. 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 Equality Act 2010, they are fulfilled in accordance with clauses 2.0, 2.1, 2.2 & 2.3. Educational establishments will comply with legal requirements to make reasonable adaptations;
- 2.5. When developing or changing any systems, process, services or residence buildings, in a way that might limit equal access to services and facilities, relevant equality impact assessments are to be undertaken to ensure that the educational establishment meets all relevant provisions of the Equality Act 2010;
- 2.6. A written equality access strategy, or equivalent, is to be developed in relation to any new build or significant accommodation refurbishment, such that those works can be shown to observe the objectives of that statement;
- 2.7. The educational establishments will endeavour to match applicants' accommodation needs in terms of their gender identity;
- 2.8. All occupants must be provided with access to toilets, showers and changing rooms in their accommodation that accord with the gender they identify with.



## SECTION 3: MARKETING PRIOR TO LETTING

### *Managers will ensure that:*

3.0. All property details are reported accurately without misrepresentation to prospective occupants, 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 occupants 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. The occupancy agreement should include a reference to the fact that the educational establishment is a member of this Code;

3.4. Where a booking fee is charged, that fee is a standard published fee for all occupants 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;

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

3.6. All occupants are provided with a written copy of their occupancy agreement at the time they sign that agreement or at the time that they pay any booking fee or deposit. For agreements entered into on-line, the occupants 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 occupants should they request them in writing;

3.7. Occupancy agreements do not use terms that are in breach of the Unfair Trading Regulations 2008;

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

3.9. In the event that a room is not ready for occupation on the date that the agreement is scheduled to begin, discussions with the affected occupants are started at the earliest opportunity to agree the provision of alternative accommodation;

3.10. Where rooms are not ready for occupation as described in 3.9 above, the following provisions are made as a minimum to ensure that occupants 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 occupants transfer from the substitute rooms to the completed development, an appropriate removal service will be provided to move all the occupant's belongings or appropriate removal costs will be reimbursed against submitted invoices;
- Any additional out-of-pocket expenses incurred by the occupant 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 on the provision of evidence of additional costs;
- Where the occupant's original offer included access to Wi-Fi, a similar service should be supplied to them within the alternative accommodation free of charge;
- Where the occupant's original offer included access to laundry facilities, then the costs of these should be reimbursed.

## Rent Liability

### *Managers will ensure that:*

3.11. Prospective occupants 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 occupancy agreement, as well as any late payment fees that might be charged;

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

## Contact Details

### *Managers will ensure that:*

3.13. The educational establishment's membership of this Code is clearly communicated to all occupants 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) (in accordance with the Provision of Services Regulations 2009 - <https://www.bis.gov.uk/files/file53100.pdf>) clearly relating to the buildings that are within the Code;

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

3.15. 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 occupants at the commencement of their occupancy, clearly specifying the times they will be available and their responsibilities. Occupants will be informed when any relevant changes occur to the role of staff;

## Staff and Student Care

### *Managers 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 occupants 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;

3.18. The educational 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 they can be called upon in the event of an emergency.

## Health and Wellbeing

### *Managers will ensure that:*

3.20. The educational establishment provides information to occupants in respect of its provision of student support services (which may include but not be limited to wellbeing, financial and disability support) and how to access them. The information provided must include reference to services provided by the education establishment, the students' union and other appropriate or relevant agencies;

3.21. The educational establishment provides occupants with information on how to access emergency support (both during usual working hours and also outside of these hours) including contact details and procedures to follow;

3.22. The educational establishment provides information on how to register with one or more local GP practices or its own medical services and encourage all occupants to register as soon as possible;

## Wired Network Connection and/or Wi-Fi Provision

3.23. The educational establishment has in place appropriate policies and procedures to support occupants that are experiencing health and wellbeing issues, which include encouraging them to access relevant support services, and procedures to ensure the relevant organisations are contacted if an occupant is thought to be at risk, including Police, NHS and the educational establishment's officer/department (where data protection and confidentiality legislation permits);

3.24. Staff have been trained on, or will have sufficient knowledge of, the procedures in place to refer students experiencing a health or wellbeing issue.

### *Managers will ensure that:*

3.25. Where a wired network connection and/or Wi-Fi provision is referred to it should be made clear whether this is being provided within the rent or at an additional cost; it should also be made clear what sort of provision is being made available to users, especially where the 'free' elements cover only a base service and a charge is made for enhancement to this;

3.26. Details of where within and around a development wired network connection and/or Wi-Fi coverage is available will be made clear to both occupants and prospective occupants;

3.27. If the wired network connection and/or Wi-Fi provision has a limit on the number of different wireless devices that can be registered on the network, then that should be made clear in all relevant information and marketing materials;

3.28. Where a numerical speed claim for broadband service is made, then it should be possible to demonstrate that the speed (which should be described as an 'average') is achievable for at least 50% of the relevant customer base at peak time (defined by Ofcom as between 8-10pm). The educational establishment must state in terms easily understood by occupants the likelihood of the broadband service not being able to meet their service expectations. Speed checking facilities, for example those provided on internet service provider (ISPs) websites, should be promoted in adverts whenever possible.

### *Managers will ensure that:*

3.29. There is a system in place which clearly defines to occupants the contents of the property and the state of repair of fixtures and fittings at the time their occupancy starts;

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

3.31. 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 occupancy.

## State of Repair

## SECTION 4: DURING THE OCCUPANCY

### Access

### *Managers will ensure that:*

4.0. Where an occupant has reported the need for a repair, access to their room for the purposes of maintenance is authorised unless the occupant 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 occupant;

4.1. Where access is required to an occupant's room or communal areas for other purposes, each affected occupant 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;

## Repairs and Maintenance

4.2. Where access is required for routine inspections of the accommodation, and where an exclusive right of occupation is included within the occupancy agreement, occupants will be given at least 24 hours' notice of the date, time and purpose of the visit either in a notice or by direct correspondence;

4.3. 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 occupancy agreement commences. If these arrangements are permanently rescheduled during the period of this agreement, then at least 24 hours' notice of the changed arrangements is provided to occupants, either in a notice or by direct correspondence, before any work commences.

### ***Managers will ensure that:***

4.4. As a general rule, developments should be maintained in accordance with any advisory standards of the local authority (available on its website) and in accordance with the management of HMO Regulations 2006 (SI 2006 No 372), and should also ensure no category 1 hazards under the HHSRS arise from any deficiencies

4.5. The educational establishment has documented, and communicated to occupants at the beginning of the occupancy agreement, 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. In addition, the educational establishment will communicate with occupants during the process of undertaking any repairs that they have requested;

4.6. Maintenance activities and repairs 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 occupants or serious damage to buildings or occupants' 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 occupants;
- Priority Three – Non-Urgent Repairs – are completed within 28 days of a report of a defect, unless the educational establishment has made a commitment to complete such repairs within a shorter timeframe; in which case they will be required to adhere to those. These would be any repairs not falling within the above categories;

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

4.8. The date that a repair is received by an appropriate person in a manner specified (which would include emails and texts) will be considered as the point at which the relevant repair timescales were triggered, in the event that a dispute arises, and where the written request is sent during usual office hours;

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 occupants. Notice of such works will be provided in accordance with the access clauses 4.0 to 4.3 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

## Furniture and Storage Space

## Kitchen Facilities

## Toilet and Personal Washing Facilities

## Laundry Facilities

## Mail Deliveries

### ***Managers will ensure that:***

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

### ***Managers will ensure that:***

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

### ***Managers will ensure that:***

4.14. All occupants 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.

### ***Managers will ensure that:***

4.16. All occupants 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 occupants' rooms are properly compartmentalised, with adequate provision of natural or mechanical ventilation.

### ***Managers will ensure that:***

4.18. All occupants 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) have been made;

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 4.4 to 4.10 above;

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

### ***Managers will ensure that:***

4.21. Occupants 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 occupants with the mail handling system is formally monitored and any feedback (positive and negative) recorded and actioned appropriately;

4.24. Occupants are informed of any mail forwarding arrangements not less than 14 days before the end of the occupancy term.

## SECTION 5: OCCUPANT SATISFACTION

### *Managers will ensure that:*

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

- Staff responsiveness;
- Knowledge that the educational establishment is a member of this Code;
- 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 levels 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. Buildings are maintained so that the Local Housing Authority does not take action under Part 1 of the Housing Act 2004, as the result of any hazard identified under the HHSRS.

### 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 Gas Safe registered 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 occupants;

6.4. Where gas appliances are located in a separate building from the development itself, verification of the annual gas safety check is posted in a prominent position within the development that is accessible to occupants;

6.5. Buildings will comply with the relevant regulations for the installation of carbon monoxide alarms.

### Electrical Installations and Appliances

#### *Managers will ensure that:*

6.6. 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;

6.7. The educational establishment possesses a current Periodic Inspection Report (based on the current British Standard) showing that all electrical installations are in satisfactory condition and have been inspected within the last 5 years;

## Communal Lighting

- 6.8. Reasonable steps are taken to ensure that all electrical appliances, provided by the educational establishment, are functioning effectively, in accordance with manufacturers' operational instructions, and in a safe manner;
- 6.9. Instructions for the safe use of all electrical appliances are provided to the occupants.

### ***Managers will ensure that:***

- 6.10. All areas are to be provided with adequate safe lighting, which is maintained to ensure continued effective operation;
- 6.11. Where light switches are fitted with automatic timers they allow sufficient time for occupants to reach their rooms, or to exit the building, before switching off.

## Fire Safety

### ***Managers will ensure that:***

- 6.12. All residential developments are provided with properly maintained fire safety installations, and instructions for the safe evacuation of the building and action to take in the event of fire alarm activation, or discovery of a fire, are provided to occupants. Periodic fire drills should also be carried out, and recorded, to test the effectiveness of the evacuation procedures;
- 6.13. 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) Order 2005 and in consideration of the Local Authority's HMO standards;
- 6.14. Fire risk assessments will be reviewed annually by a competent person, as defined by the FRA Competency Council;
- 6.15. 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;
- 6.16. 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;
- 6.17. Occupants have access to 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;
- 6.18. All exit routes, such as hallways, landings and staircases and exits are maintained safe and unobstructed to enable evacuation of the dwelling in the event of fire;
- 6.19. Where appropriate, personal emergency evacuation plans (PEEPS) are devised in order to help people requiring assistance get to a designated safe place, or out of buildings in an emergency.

## Security Measures

### ***Managers will ensure that:***

- 6.20 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 occupants;
- 6.21. The security plan stipulates what security information will be supplied to occupants and particularly any additional information which is to be available to occupants of ground floor rooms;

## Emergency and Disaster Management

6.22. 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.

### ***Managers will ensure that:***

6.23. An Emergency and Disaster Management Plan has been drawn up and is in place for all developments;

6.24. This plan is reviewed annually and tested with regards to risk;

6.25. Appropriate staff are aware of the plan (which should be freely available as part of site policies and procedures and these should be made available, with clear guidelines as to where and when the plan will be implemented) and what their part is in its implementation.

## Business Continuity

### ***Managers will ensure that:***

6.26. By October 1st 2019, a Business Continuity Plan has been drawn up and is in place. This plan is to be reviewed annually.

## Lifts

### ***Managers will ensure that:***

6.27. All lifts provided within the accommodation for use by persons are thoroughly examined by a competent person at regular intervals in line with The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) to ensure that any lifts are safe to use and that the reports of the examination are made available for at least two years;

6.28. Routine maintenance is undertaken to ensure that lifts are kept in good working order and that all aspects of the lift are functioning, to include: lighting within the cage, proper signage of floors, operating buttons and floor indicators;

6.29. A central log is maintained of any times when a lift or lifts are non- operational;

6.30. Emergency arrangements for any persons trapped within the lift are made clear to those trapped, that staff understand their role in reacting to any incident and that a system is operated that allows for the swift release of any trapped persons;

6.31. Where a failed lift means an occupant with a disability can no longer obtain access to their room, alternative access arrangements will be made. In the event that overnight access is not possible then alternative accommodation will be provided throughout the period of duration.

### ***Managers will ensure that:***

6.32. They comply with all legal requirements for water treatment;

6.33. They identify and assess sources of risk;

6.34. They prepare a scheme (or course of action) for preventing or controlling the risk;

6.35. They implement and manage the scheme, appointing a responsible person';

6.36. They keep records and check that what has been done is effective.

## Water Treatment

### *Managers will ensure that:*

- 6.37. The educational establishment has developed an environmental sustainability statement in respect of its managed and controlled accommodation;
- 6.38. When developing or changing any systems, processes, services or residence buildings in ways that might have an impact on the environment, relevant environmental impact assessments are undertaken, such that the implications of the development or change can be understood and any negative impact avoided or minimised and offset;
- 6.39. A written environmental sustainability strategy is developed in relation to any new build or significant accommodation refurbishment, such that those works can be shown to observe the objectives of that strategy;
- 6.40. All residential developments are provided with adequate refuse disposal facilities suitable for the number of occupants;
- 6.41. Where waste facilities are used by more than 10 occupants a waste disposal plan is prepared for the building, which can be consulted by occupants, on request;
- 6.42. Occupants are informed, not later than 24 hours after moving into the building, of the arrangements for waste storage collection;
- 6.43. Where the Local Authority operates a recycling scheme, the waste disposal plan conforms to the relevant standards for recycling;
- 6.44. Where applicable, rented accommodation complies with the latest Energy Performance of Buildings Regulations in respect of the production of Energy Performance certificates when buildings are rented out and the display of certificates in larger public buildings;
- 6.45. 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;
- 6.46. 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.

## SECTION 7: AT THE END OF THE OCCUPANCY

### Deposits

### *Managers will ensure that:*

- 7.0. Where an educational establishment issues an assured shorthold tenancy, any deposit taken is held in accordance with the tenancy deposit scheme legislation, as set out in the Housing Act 2004 and regulations made under that act;
- 7.1. Where the occupancy agreement is not an assured shorthold tenancy, deposits are returned to former occupants within a defined and published period at the end of the agreement and within a maximum of 28 days. The occupants should also be notified of the fact that the deposit has not been protected and that, as such, the educational establishment is responsible for its safe return;
- 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 occupants within 8 weeks, unless the situation has entered the disputes process.



### ***Managers will ensure that:***

- 7.3. Following a written request from a former occupant, 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 and in relation to the period that they occupied the accommodation for.

## SECTION 8: DISPUTES

### ***Where disputes arise with occupants, managers will ensure that:***

- 8.0. They accept contact from occupants (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 educational 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 occupants at all times during any dispute.

## SECTION 9: COMPLAINTS REGARDING A BREACH OF THE CODE

### ***Managers will ensure that:***

- 9.0 A written log is kept of all complaints that they receive in respect of their accommodation covered by this Code, which is reviewed annually;
- 9.1 Within 4 weeks of the receipt of any written complaint from an occupant (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;
- 9.2 Where any allegations are contested, enter into correspondence with the occupant/s or their representative;
- 9.3 Where such a breach is contested, or where rectification is not made in accordance with 9.1 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;
- 9.4 In the event that such recommendations are not followed by the educational establishment, they accept that they will be deemed to be in breach of the Code and this fact will be made public to prospective occupants. The Tribunal will have the authority to exclude any educational 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

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
Occupancy Agreement -	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
Residential 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.

Occupancy Agreement - This reflects who the student signs their agreement 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
- Residential Relations - who would deal with issues and support, for example, students wishing to leave, inter-student friction, noise and anti-social behaviour, mental health problems
- Residential Cover - who provides over-night residential cover to deal with student 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 more occupants and leased for not less than 3 years by an educational establishment from a private landlord, shall be considered as being managed and controlled by the HEE and therefore will 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.

## APPENDIX I - Determination of Whether a Residential Development is Managed and Controlled by an Educational Establishment

Name of Residential Development / Area:

	Available	Who	Provider	Points	Educational Establishments	Points
<b>Marketing</b>	1	Both	Yes	1	Yes	1
<b>Rent Collection</b>	1	Both	Yes	1	Yes	1
<b>Occupancy Agreement</b>	6	Both	Yes	6	Yes	6
<b>Hard FM</b>	2	Both	Yes	2	Yes	2
<b>Soft FM</b>						
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
<b>Residential Relations</b>	2	Both	Yes	2	Yes	2
<b>Residential Cover</b>	1	Both	Yes	1	Yes	1
<b>Total Points</b>				<b>18</b>		<b>18</b>

The educational establishment manages and controls a 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 occupant 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 an occupancy 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 pre-set 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

A building, flat or item within a property (i.e. a cooker) would be in a good state of repair if it fulfilled its 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 more tenants and leased for not less 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

This is the term used throughout the Code document to refer to the people residing in the building. Previously the term 'tenant' was employed, but this has been altered because in almost all cases the residents of buildings managed and controlled by educational establishments do not have the legal status of a 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.

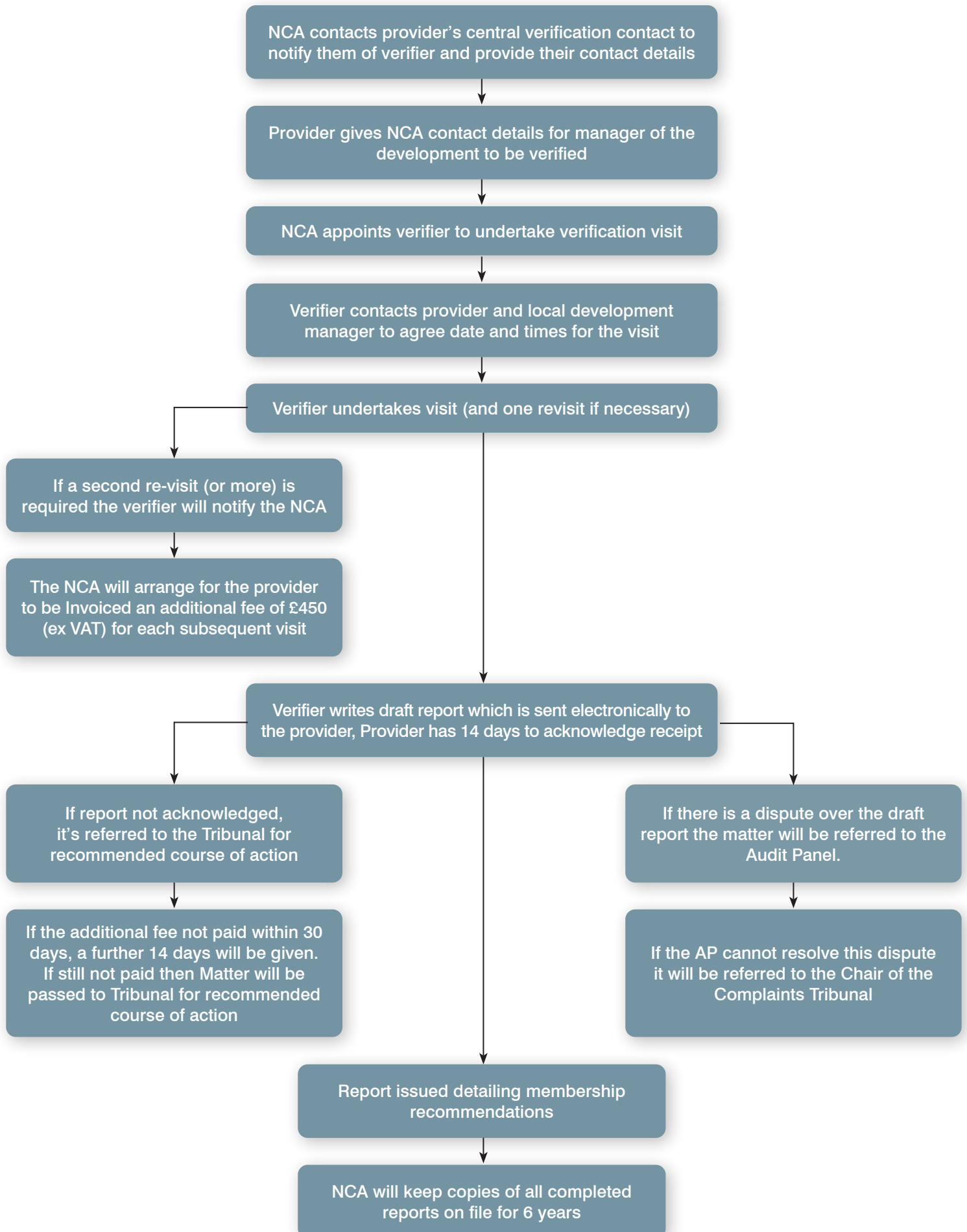
Ground floor and upper storey windows accessible from ground level are fitted with a lockable system capable of being readily opened from the inside.

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

### **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.

## APPENDIX IV - Membership and Self Assessment Procedures Flowchart



## APPENDIX V - Legislative implications of compliance with the Code

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:

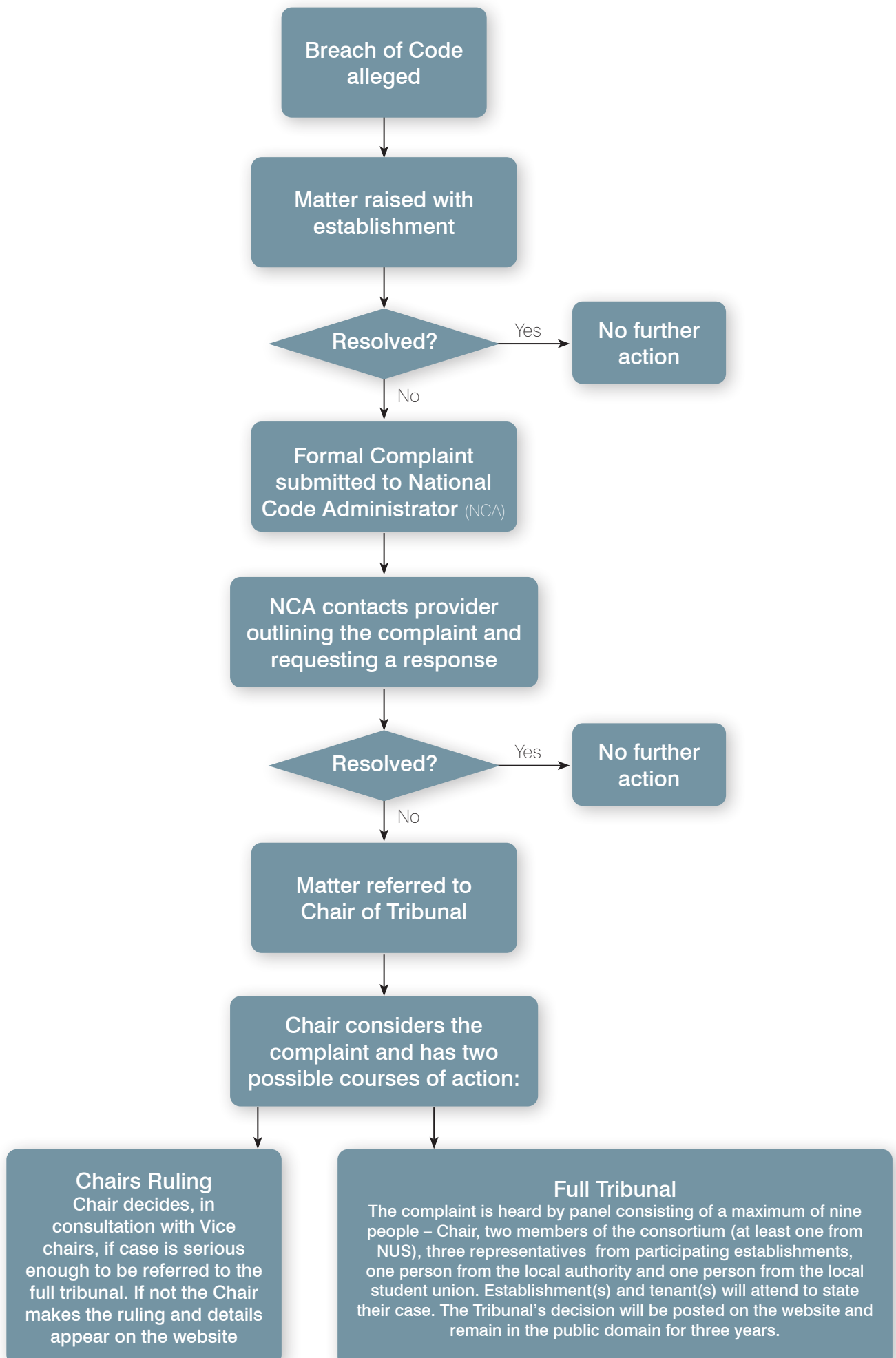
- Membership of this Code is voluntary however all members will complete a self-assessment questionnaire to assist establishments to identify and implement opportunities for improvement;
- The self-assessment will give an overall score as well as providing scores of performance subdivided into the key 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.

Compliance with the Code will then be checked via a verification system, which for members of this Code will be carried out either by a member of an external team of verifiers OR via a peer to peer system (see below for details)

### Peer to Peer 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 establishment's self-assessment nor will they verify the self-assessment of an establishment that has verified their own establishment;
- Verification visits will re-score 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 VI - Complaints Procedure



## APPENDIX VII - 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.



# National Code of Standards for Larger Developments (Educational Establishments)

## Declaration

We (name of educational establishment)

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of (Address)

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Contact E-mail Address:

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Website:

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### Acknowledge and agree that:

I/we wish to join the ANUK/Unipol Code of Standards for Larger Developments ("the Code") from the date of this declaration until December 31st 2023, and that I/we agree to meet all the terms and conditions of the Code and abide by the regulatory mechanism, complaints procedures and the role and authority of the Tribunal, as stated as part of the Code.

I/we recognise that joining the ANUK/Unipol Code is a serious commitment to meet the standards set out in the Code. I/we agree to return a properly completed self-assessment to the National Codes Administrator (NCA) and once that has been received by the NCA then it is acknowledged and agreed that I/we cannot withdraw from membership other than through (a) the regulatory mechanisms as stated as part of the Code or (b) if I/we actually cease to provide relevant accommodation services and can evidence this to the satisfaction of the National Codes Administrator.

I/we also acknowledge and agree that where the Tribunal rejects an application for membership of the Code or revokes an existing membership then such information shall be in the public domain. In consideration for being permitted to join the Code, I/we agree and undertake to pay the required fees, as determined annually by the National Code Committee of Management.

The Code fees for 2022 have been set at:

- £ 1.27 per bed space for existing Codes members externally verified;
- £ 1.46 per bed space for new applicants (externally verified);
- £ 0.85 per bed space for existing members that are not externally verified;
- £ 1.02 per bed space for new applicants (not externally verified);
- The minimum fee payable is £900;
- All new applicants for membership will pay a one-off fee of £350, on top of whichever fee rate above is applicable (for the first 12 months, only)

All Code fees are subject to annual review. All Code fees and any other payments pursuant to this declaration are stated exclusive of VAT.

I/we agree and undertake to pay any applicable additional fees as follows:

a) fee for non-payment of the annual Code fee within 40 days of Signed:

date of invoice (£400 as at the date of this declaration);

b) if any annual Code fee is still outstanding after 40 days of date of invoice then in addition to the late payment fee at (a), I/we acknowledge and agree that the Code fee will be chargeable at the rate of £1.46 per bed space (NB the minimum fee for membership is £900} rather than the discounted rate of £1.27;

c) if any annual Code fee is still outstanding after 3 months of the date of the original fee invoice then I/we acknowledge and agree that our membership will be dependent on the outcome of a verification re-visit;

d) a re-visit fee of £500 (ex VAT), plus travel expenses, per re-visit should it be deemed necessary for Unipol Student Homes (or a nominee) to undertake any re-visit to any of our developments as part of the verification procedures;

e) a fee of £400 per development towards the costs of verification visits made to developments where a change of operational management occurs;

f) a fee of £500 per development towards the costs of verification visits made to any newly-built developments and/or developments which are deemed to be late running.

For new applicants, where membership is not awarded the first year's fee is non-refundable and is used to meet administrative costs.

I/we wish to declare that all of our relevant developments meet with the terms and conditions of the Code. I/we agree to inform the National Code Administrator of any additions or deletions from our portfolio within 4 weeks of the changes being made.

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.

Upon acceptance of this signed declaration and payment of the first annual Code fee I/we will be a member of the Code and acknowledge and agree that upon any failure to make payments or otherwise comply with the provisions of the Code then membership may be suspended or terminated.

Date:

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Name (please print):

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Position in Educational Establishment:

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Telephone contact number:

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E-mail Address:

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# National Code of Standards for Larger Developments Educational Establishments)

## Declaration - Schedule of Properties

Name of development	Postal Address	Number of bed Spaces	Number of storeys	Contact Information for the building (Manager's name, telephone number/ email address and the building's website address)

Signed:

Date:

Name (please print):

Contact Details:

Position in Company:

*For more than four buildings please copy this sheet as required. Each separate sheet should be signed.*