

ANUK/Unipol Code of Standards for Larger Residential Developments

for student
accommodation
managed and controlled
by educational
establishments

28th August 2008

CODE OF **STANDARDS** FOR LARGER DEVELOPMENTS



The ANUK/Unipol Code of Standards for Larger Residential Developments

Introduction

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

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

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

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

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

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

Principles behind the Code

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

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

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

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

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Complying with the requirements

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

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

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

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

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

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

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

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

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

Legislative Implications

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

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

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

Terms and definitions

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

The secretariat for the ANUK National Code of Standards and the Committee of Management is based at Unipol Student Homes, 155-157 Woodhouse Lane, Leeds LS2 3ED and the National Code Administrator can be contacted there.

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The requirements of the ANUK Code

SECTION 1. GENERAL

Member establishments make a commitment to ensure that:

- 1.0. Business is pursued in a professional, courteous and diligent manner at all times;
- 1.1. This Code is used throughout their establishment as a framework for self assessment and they will use the outcome of these assessments to continuously improve the services they provide to tenants;
- 1.2. They take all reasonable steps to ensure that their staff are conversant (as appropriate to their job role) with all aspects of this Code and have an up-to-date working knowledge of the establishment's legal responsibilities and obligations.

SECTION 2. EQUAL OPPORTUNITIES

Managers will ensure that:

- 2.0. All procedures for the allocation of accommodation comply with any equal opportunities policies that apply to their educational establishment and in accordance with the law;
- 2.1. Where policies for equal opportunities do not exist, the educational establishment will ensure that no person or group of persons applying for accommodation will be treated less favourably than any other person or group of persons because of their race, colour, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation or social status.
- 2.2. Charges for rooms adapted for use by students with disabilities do not exceed the normal room rate for that residential development;
- 2.3. An assessment is carried out, if appropriate, to determine the specific needs of the individuals concerned and where these needs are reasonable, as defined within the Disability Discrimination Acts 1995 and 2005, they are fulfilled in accordance with clauses 2.0 and 2.1 above. Where additional costs are incurred to fulfil these needs, which it

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would not be reasonable for the establishment to pay for, these will be agreed with the tenant prior to the tenancy agreement being signed.

SECTION 3. MARKETING PRIOR TO LETTING A PROPERTY TO TENANTS

Managers will ensure that:

- 3.0. All property details are reported accurately without misrepresentation to prospective tenants, including details provided in prospectuses, brochures and on websites;
- 3.1. An appropriate mechanism is in place to update such publicity material in a timely manner, should details of specific properties change;
- 3.2. All prospective tenants are informed about any contractual terms under which the property is offered, including those relating to any fees payable in addition to rent, such as booking fees, utility charges, deposits, insurance, web or telephone costs;
- 3.3. Where a booking fee is charged, that fee is a standard published fee for all tenants and information is provided on the cost of the fee, the nature of the reservation being made, the arrangements for cancelling the booking and returning the fee, the circumstances under which the fee will not be returned, and, if the fee is to be returned the manner in which this will be done;
- 3.4. When a booking fee is charged no other monies for deposits or rent are demanded prior to entering into the terms and conditions of any letting agreement;
- 3.5. All tenants are provided with a written copy of the letting agreement at the time they sign that agreement or at the time that they pay any booking fee or deposit. For tenancies entered into on line the tenants should be able to download the full terms and conditions of the agreement at the time they make the application and this option should be made clear to them. Paper copies of any agreement are provided to these tenants should they request them in writing;
- 3.6. Any contracts do not use terms that are in breach of the Unfair Terms in Consumer Contracts Regulations 1999;

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- 3.7. Future tenants are informed at the earliest possibility if a building or refurbishment programme is running late;
- 3.8. in the event that a room is not ready for occupation on the date that the tenancy is scheduled to begin, discussions with the affected tenants are started at the earliest opportunity to agree the provision of alternative accommodation;
- 3.9. Where rooms are not ready for occupation as described in 3.8 above the following provisions are made as a minimum to ensure that tenants are not disadvantaged:
 - No rent is payable for the rooms which are unavailable until the date of actual occupation;
 - Where a substitute room is made available an appropriate rent may be charged but the level of rent for the substitute room will not be higher than the original rent;
 - If the substitute room does not have access to appropriate self-catering facilities, or if the original rooms were to be associated with a 'catering package', then an appropriate meal service, or meal allowance, will be provided at a cost which does not exceed the original costs;
 - When tenants transfer from the substitute rooms to the completed development, an appropriate removal service will be provided to move all the tenant's belongings or appropriate removal costs will be reimbursed against submitted invoices;
 - Any additional out-of-pocket expenses incurred by the tenant as a direct result of taking up the substitute accommodation (e.g. travel costs in excess of that which they would in any case have had to pay) will be reimbursed in full against submitted invoices.

Rent Liability

Managers will ensure that:

- 3.10. Prospective tenants are issued with a clear statement of the rent due to be paid, including the dates, amounts and methods of payments due to be made during the term of the contract;
- 3.11. Prospective tenants are issued with receipts (electronic or hard copy) for all monies received, whether in payment for rent, deposit, utility or service charges.

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Contact Details for Staff and Student Care

Managers will ensure that:

- 3.12. The establishment's membership of this Code is clearly communicated to all tenants by the display of a standard notice within the building, or a central reception area, and by displaying the Code logo on the establishment's accommodation web-site(s) clearly relating to the buildings that are within the Code;
- 3.13. The systems in place to ensure tenant security, student care and general student welfare are clearly defined, communicated to tenants and regularly tested to ensure that they operate effectively;
- 3.14. These systems ensure that the names and contact details of all staff involved in the management of the building (and the wider residential development, if appropriate) are provided to tenants at the commencement of their tenancy, clearly specifying the times they will be available and their responsibilities;
- 3.15. These systems also ensure that tenants clearly understand who is responsible for student care (especially where there are partnership agreements) to ensure that they can easily gain access to the help they need.

The establishment will ensure that:

- 3.16. An appropriate residential presence is provided in any residential development which houses in excess of 150 students (where the residential development is larger there is a minimum of 1 residential presence for every 250 student occupants) and the purpose of this residential presence is made clear to tenants living within the building;
- 3.17. Staff providing such a residential presence clearly understand their role and responsibilities and receive an appropriate level of structured and pre-planned training prior to commencing their duties;
- 3.18. The establishment can demonstrate the effectiveness of this training process and that the content of the training has been developed following an analysis of the training needs of staff providing the residential presence;

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

State of Repair

Managers will ensure that:

- 3.20. There is a system in place which clearly defines to tenants the contents of the property and the state of repair of fixtures and fittings at the time their tenancy commenced;
- 3.21. The system provides a method for tenants to identify and report contents, fixtures and fittings that they believe are either missing or in a poor state of repair;
- 3.22. The system also defines the method for making any deductions from deposits for items that are found to be damaged or missing from the room at the end of the tenancy period.

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SECTION 4. DURING THE TENANCY

Ensuring Possession

Managers will ensure that:

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

Access

Managers will ensure that:

- 4.1. Where a tenant has reported the need for a repair, access to their room for the purposes of maintenance is authorised unless the tenant provides specific instructions to the contrary. Records that their room has been entered, what work has been carried out and any further activities that are planned are also provided to the tenant;
- 4.2. Where access is required to a tenant's room or communal areas for other purposes each affected tenant receives appropriate notification of the date, time, estimated duration and purpose of the visit, except in the case of access needed in an emergency situation;
- 4.3. Where access is required for routine inspections each tenant will be given at least 24 hours notice of the date, time and purpose of the visit;
- 4.4. Where regular and pre-planned access is required (i.e. to provide a periodic cleaning service) the details of the access and services to be provided are stated in the information provided when the tenancy commences. If these arrangements are permanently rescheduled during the tenancy, then at least 24 hours notice of the changed arrangements is provided before any work commences.

Repairs and Maintenance

Managers will ensure that:

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

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- 4.6. The establishment has documented, and communicated to tenants at the beginning of the tenancy, the system for reporting any repair/maintenance issues, including how complaints about outstanding or ineffective repairs can be made and to whom these should be addressed;
- 4.7. This system also defines a method for the categorisation of maintenance activities and repairs which will meet as a minimum the following performance standards:
- Priority One – Emergency Repairs – are completed as soon as possible or in any event within 24 hours of a report of a defect. These would be any repairs required to avoid a danger to health, a risk to the safety of residents or serious damage to buildings or residents' belongings;
 - Priority Two – Urgent Repairs – are completed within five days of report of the defect. These would be any repairs which materially affect the comfort or convenience of the residents;
 - Priority Three – Non-Urgent Repairs – are completed within 28 days of a report of a defect. These would be any repairs not falling within the above categories;
- 4.8. Non-completion of reported repairs within the target timescales is recorded and appropriate action is taken. In addition the satisfaction of tenants with the system of reporting and resolving repairs is regularly measured as described in section 5.0 below;
- 4.9. Maintenance and servicing programmes, such as gas appliance servicing, window and guttering cleaning, exterior and interior painting, are carried out in a planned and cyclical manner and with due regard to the convenience of tenants. Notice of such works will be provided in accordance with the access clauses 4.1 to 4.4 above;
- 4.10. Contractors are monitored to ensure that all redundant materials and debris are removed from site on completion of works within a reasonable time and that their personnel behave in a professional and courteous manner at all times.

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Cleaning and Maintenance of Communal Areas

Managers will ensure that:

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

Furniture and Storage Space

Managers will ensure that:

- 4.12. All tenants are provided with appropriate facilities within their rooms (or in self contained adjoining areas) including a bed, storage space for clothes and personal effects, curtains, blinds or other methods to provide adequate privacy and an area equipped for study purposes;
- 4.13. All furnishings and furniture provided as part of the tenancy are clean and in reasonable condition at the commencement of the tenancy and comply with the relevant fire safety legislative requirements relating to furniture and furnishings – Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended).

Kitchen Facilities

Managers will ensure that:

- 4.14. All tenants are provided with appropriate kitchen or pantry facilities which have been designed and installed having due regard for safety, industry practice and any Local Authority guidelines;
- 4.15. Food storage and preparation facilities comply (or a programme of work is planned to achieve compliance) with any levels of provision that have been laid down by the Local Authority for residential developments of this type.

Toilet and Personal Washing Facilities

Managers will ensure that:

- 4.16. All tenants are provided with appropriate WC, bath and/or shower facilities to comply (or a programme of work is planned to achieve compliance) with the levels of

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provision laid down by the Local Authority for residential developments of this type;

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

Laundry Facilities

Managers will ensure that:

- 4.18. All tenants are provided with appropriate facilities for the washing and drying of clothes either within their accommodation, a shared laundrette with an appropriate ratio of machines to students to prevent excessive waiting times or other suitable arrangements (such as a collection and delivery system for the cleaning of clothes);
- 4.19. Where a laundrette is provided as an amenity within a residential development the educational establishment incorporates any requests for repair within their system defined in section 4.5 to 4.10 above;
- 4.20. The contact details of the organisation providing the services will be made available to tenants to enable them to report any "out of hours" problems directly.

Mail deliveries

Managers will ensure that:

- 4.21. Tenants are informed of the procedures for the distribution of incoming mail and where it will be delivered to, or can be collected from;
- 4.22. Where mail is not delivered through a letterbox into the room or flat, it is delivered in a defined, secure and convenient manner;
- 4.23. The satisfaction of tenants with the mail handling system is formally monitored and any feedback (positive and negative) recorded and actioned appropriately;
- 4.24. Tenants are informed of any mail forwarding arrangements not less than 14 days before the end of any tenancy.

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SECTION 5. TENANT SATISFACTION

The educational establishment will ensure that:

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

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

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

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SECTION 6. HEALTH AND SAFETY

Housing Health and Safety Rating System

Managers will ensure that:

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

Gas Appliances and Supply

Managers will ensure that:

- 6.1. All means of use and supply of mains gas and alterations and repairs to gas installations comply with the current Gas Safety (Installation and Use) Regulations;
- 6.2. All gas appliances are serviced annually by a Council of Registered Gas Installers (CORGI) engineer and verification of this servicing is displayed in the relevant communal areas;
- 6.3. Clear written instructions for the safe use of all gas fired central heating and hot water systems are provided to tenants.

Electrical Installations and Appliances

Managers will ensure that:

- 6.4. All repairs and improvements to electrical installations comply with the current edition of the Institute of Electrical Engineers Wiring Regulations and meet with BS 7671;
- 6.5. The establishment possesses a current Periodic Inspection Report (based on Appendix 6 of BS 7671) showing that all electrical installations are in satisfactory condition and have been inspected within the last 5 years;
- 6.6. Reasonable steps are taken to ensure that all electrical appliances, provided by the establishment, are functioning effectively, in accordance with manufacturers' operational instructions, and in a safe manner;
- 6.7. Instructions for the safe use of all electrical appliances are provided to the tenants.

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Fire Safety

Managers will ensure that:

- 6.8. All residential developments are provided with properly maintained fire safety installations, and, unless a specific requirement not to evacuate the building in the event of a fire is the preferred option, instructions for the safe evacuation of the building are provided to tenants. Periodic fire drills should also be carried out, and recorded, to test the effectiveness of the evacuation procedures;
- 6.9. The design of appropriate fire safety measures are determined in compliance with a fire safety risk assessment and the relevant requirements under the Regulatory Reform (Fire Safety) Reform Order 2006 and in consideration of the local authority's HMO standards;
- 6.10. Fire alarm and fire detection systems are maintained in proper working order and these systems are tested in accordance with the British Standard BS 5839-5 1988;
- 6.11. Records of this testing are available to certify that the fire alarm and emergency lighting systems have been checked in accordance with legislative requirements and are in proper working condition;
- 6.12. Tenants are provided with clear written guidelines on the fire safety procedures, including details of the safety measures installed, why they are there, how they operate and what to do in the event of a fire. Notices containing this information are displayed in all rooms and communal areas;
- 6.13. All exit routes, such as hallways, landings and staircases and emergency exits are maintained safe and unobstructed to enable evacuation of the dwelling in the event of fire.

Security Measures

Managers will ensure that:

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

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- 6.15. The security plan stipulates what security information will be supplied to tenants and particularly any additional information which is to be provided to tenants of ground floor rooms;
- 6.16. Buildings and individual flats or rooms have an appropriate level of security to prevent unauthorised access including:
 - Securely constructed external doors and windows;
 - Secure locking systems;
 - Methods to determine the identity of a caller if access to a flat or room is via communal areas.

The Environment

Managers will ensure that:

- 6.17. All residential developments are provided with adequate refuse disposal facilities suitable for the number of occupants;
- 6.18. Where waste facilities are used by more than 10 tenants a waste disposal plan is prepared for the building which can be consulted by tenants, on request;
- 6.19. Tenants are informed, not later than 24 hours after moving into the building, of the arrangements for waste collection;
- 6.20. Where the local authority operates a recycling scheme, the waste disposal plan conforms to the relevant standards for recycling;
- 6.21. All rented accommodation should comply with the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007 which lays down particular requirements in respect of the production of Energy Performance certificates when buildings are rented out and the display of certificates in larger public buildings.
- 6.22. The perimeter of all residential developments and any surrounding grounds are maintained in good order and are free of waste and litter as far as is reasonably practicable;
- 6.23. Where a landscaped area exists this is properly maintained, not allowed to become overgrown and the

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path to and from all external doors is kept in good repair and free from obstruction.

Communal Lighting

Managers will ensure that:

- 6.24. All internal and external communal areas are provided with adequate safe lighting which is maintained to ensure continued effective operation;
- 6.25. Where light switches are fitted with automatic timers they allow sufficient time for tenants to reach their rooms, or to exit the building, before switching off.

SECTION 7. AT THE END OF THE TENANCY

Deposits

Managers will ensure that:

- 7.0. Where an establishment has established an assured shorthold tenancy, they must ensure the deposit is held in accordance with the tenancy deposit scheme legislation set out in the Housing Act 2004 and regulations made under that act;
- 7.1. Where the tenancy is not an assured shorthold tenancy, deposits are returned to former tenants within a defined and published period of the end of the tenancy and within a maximum of 28 days;
- 7.2. Where monies from deposits have been retained to offset costs incurred, any remaining balance, together with a written statement of account (providing details of all deductions that have been made), is returned to former tenants within 8 weeks, unless the situation has entered the disputes process.

References

Managers will ensure that:

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

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

SECTION 8. DISPUTES

Where disputes arise with tenants, managers will ensure that:

- 8.0. They accept contact from tenants (or their authorised representatives) by any appropriate method including telephone calls, e-mail or face-to-face discussions;
- 8.1. They respond reasonably and promptly to all such contact in accordance with the establishment's published procedures, (or where these do not exist within a maximum of 3 weeks);
- 8.2. The response they make confirms the actions they propose to take and the overall timetable they aim to achieve;
- 8.3. Any settlements, or agreements, reached are recorded and honoured within a defined period of the settlement being agreed;
- 8.4. The closure of disputes is recorded to provide a clear audit trail of the actions taken to resolve the dispute;
- 8.5. They maintain courteous, professional relations with tenants at all times during any dispute.

SECTION 9. COMPLAINTS REGARDING A BREACH OF THE CODE

Managers will ensure that:

- 9.0. Within 4 weeks of the receipt of any written complaint from a tenant (or their representative) they rectify any breach of this Code of Standards, or develop, and put in place, an action plan to address any wider issues that may have been raised;
- 9.1. Where any allegations are contested, enter into correspondence with the tenants or their representative;
- 9.2. Where such a breach is contested, or where rectification is not made in accordance with 9.0 above, they recognise the authority of a Tribunal which will determine whether or not a breach of the Code has occurred and make recommendations accordingly;

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

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

Data Protection

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

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

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

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

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

Guidelines on Questions

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

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

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Rent Collection - reflects who collects the rent.

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

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

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

- *Cleaning* - who undertakes the cleaning, either of the residences or the communal areas
- *Security* - who undertakes the security, particularly out of hours security. Often this work is shared between a provider and an educational establishment, in which case points would be awarded to both
- *Repairs* - who undertakes any day to day repairs within the building
- *Health and Safety Routines* - who is responsible for health and safety routines: testing fire alarms, servicing safety equipment, undertaking a risk analysis of the building
- *Out of Hours Services* - who would deal with out of hours emergencies in respect of the building, for example, a power outage, a plumbing leak. This does not cover out of hours services to students offered under tenancy relations or residential cover
- *Tenancy Relations* - who would deal with tenant issues and support, for example, students wishing to leave, inter-tenant friction, noise and anti social behaviour, mental health problems
- *Residential Cover* - who provides over night residential cover to deal with tenant issues that occur overnight. This excludes security related matters dealt with above.

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

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

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

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

Name of Residential development/Area: Blank

	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 Facilities Management	2	Both	yes	2	yes	2
Soft Facilities Management						
Cleaning	1	Both	yes	1	yes	1
Security	1	Both	yes	1	yes	1
Repairs	1	Both	yes	1	yes	1
Health and Safety Routines	1	Both	yes	1	yes	1
Out of Hours Services	1	Both	yes	1	yes	1
Tenancy Relations	2	Both	yes	2	yes	2
Residential Cover	1	Both	yes	1	yes	1
Total Points				18		18

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

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Appendix II

Legislative implications of compliance with the Code

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

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

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

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

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

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

The ANUK/Unipol Code of Standards for Larger Residential Developments

Appendix III

Clarification of the terms used within the Code

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

Appropriate

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

Central heating

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

En suite

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

Good state of repair

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

Head Leased Properties

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

Industry practice

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

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Normal working hours

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

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

Occupier

See tenant

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

Installed or maintained in such a manner so that the normal intended function or 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.

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Star rating system

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

- Student care
- Sustainability
- Security
- Community interface

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

System

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

Tenant

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

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Appendix IV – Self assessment and verification framework

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

The key principles behind this approach are:

Self assessment:

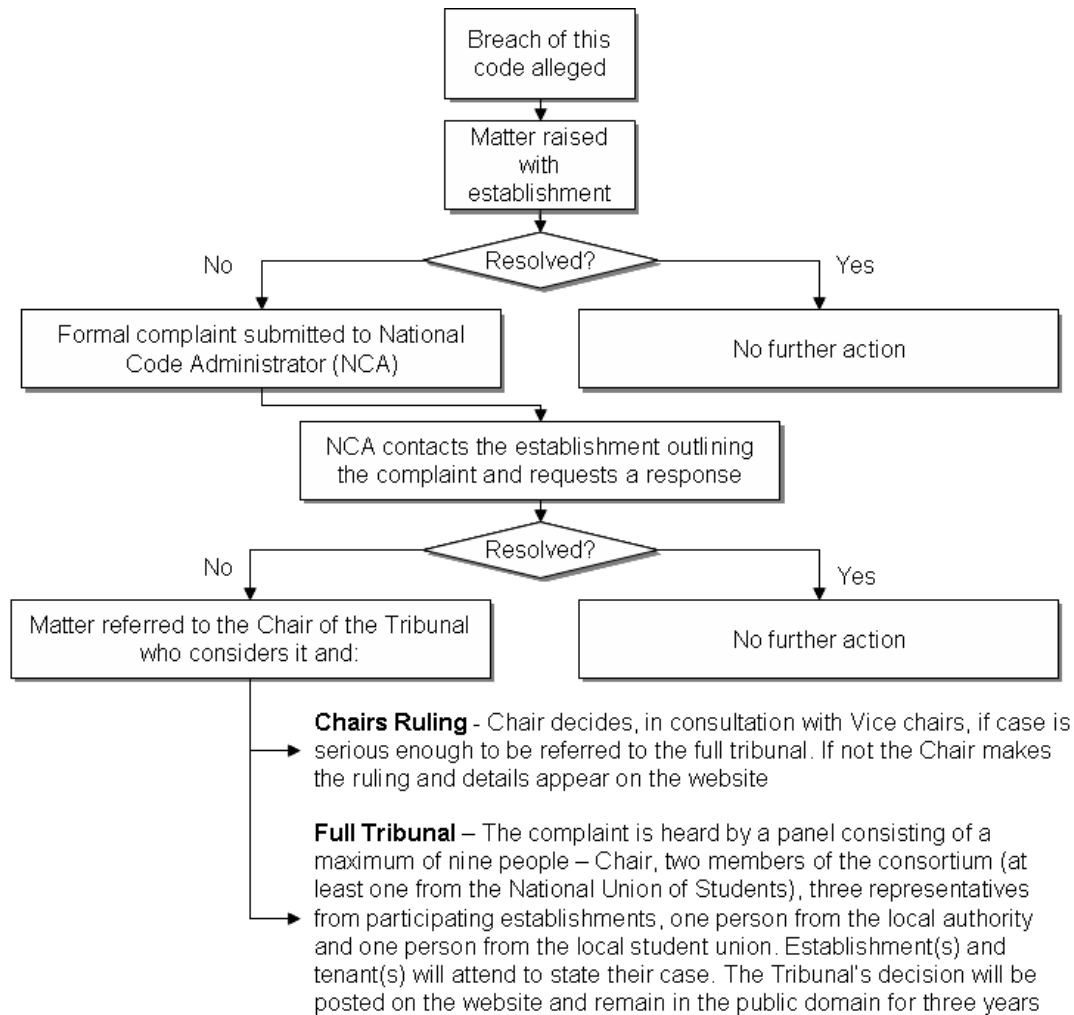
- Membership of this Code is voluntary however all members will complete a self assessment questionnaire to assist establishments to identify and implement opportunities for improvement;
- The self assessment will give an overall score as well as providing scores of performance subdivided into the key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

Verification:

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

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Appendix V – Complaints Procedure



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Appendix VI – Housing Health and Safety Ratings System

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

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

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

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

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

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

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

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Appendix VII –

Schedule 1: Educational Establishment Developments in England Signed-Up to the ANUK/Unipol National Code for Educational Establishments as of March 29th 2010

Educational Establishment	Name of Development
Blackpool & Fylde College	Fleetwood Nautical Halls of Residence
Castle College, Nottingham	Mooregate House
Chichester College	St Christophers Close
	Westgate Halls
Christ's College, Cambridge	P Staircase
	R Staircase
	Q Staircase
	S Staircase
	T Staircase
	W Staircase
	X Staircase
	Y Staircase
	Fellows Building
	Lasdun Building
	New Court
	Second Court
	Stephenson Building
	Todd Building
	12 Devonshire Road
	13 Devonshire Road
	14 Devonshire Road
	15 Devonshire Road
	17 Devonshire Road
	35 Glisson Road
	37 Glisson Road
	64 Jesus Lane
	65 Jesus Lane
	66 Jesus Lane
	67 Jesus Lane
	68 Jesus Lane
	69 Jesus Lane
	70 Jesus Lane
	71 Jesus Lane
	72 Jesus Lane
	50a King Street
	52 King Street
	56 King Street
	60a King Street
	66 King Street
	6 Petersfield
	7 Petersfield
	16 St Barnabas Road
	5 Willis Road
Churchill College, Cambridge	Staircase 2
	Staircase 3
	Staircase 4

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	Staircase 5
	Staircase 6
	Staircase 7
	Staircase 8
	Staircase 9
	Staircase 10
	Staircase 11
	Staircase 12
	Staircase 31
	Staircase 32
	Staircase 33
	Staircase 34
	Staircase 36
	Staircase 37
	Staircase 38
	Staircase 39
	Staircase 40
	Staircase 41
	Staircase 42
	Staircase 43
	Staircase 44
	Staircase 45
	Staircase 46
	Staircase 47
	Staircase 48
	Staircase 49
	Staircase 50
	Staircase 51
	Staircase 52
	Staircase 53
	Staircase 54
	Staircase 55
	Staircase 56
	Staircase 57
	Staircase 58
	25 Rock Road
	40a Storeys Way
	40b Storeys Way
	40c Storeys Way
	70 Storeys Way
	72 Storeys Way
	76 Storeys Way
	Whittinghame Lodge
Clare College, Cambridge	Eltedreda
	Old Court
	Braeside
	Castlebrae
	Castle End
	Castle House
	Hillside
	St Andrews/St Giles
	St Regis Bedsits
	St Regis
	St Regis House

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	Ashby Drive
	Lerner Court
	Memorial Court
	Thirkill Court
	69 Alpha Rd
	14-16 Castle St
	18-20 Castle Street
	67 Chesterton Rd
	108 Chesterton Rd
	120 Chesterton Rd
	190 Chesterton Rd
	34-38 Newnham Road
	40a Newnham Rd
	42a Newnham Rd
	44a Newnham Rd
	46 Newnham Rd
	48 Newnham Rd
	52 Newnham Rd
	52a Newnham Rd
	31 Queen Edith's Way
	38 Queen Edith's Way
Clare Hall, Cambridge	Brian Pippard Building
	Elmside
	Leslie Barnett House
	Michael Stoker Building
	Robert Honeycombe Building
Corpus Christi, Cambridge	George Thompson Building
	Leckhampton House
	Newnham House
	Benet St
	Botolph St
	Trumpington St
	6-8 Trumpington St
	15 Cranmer Rd
	17 Cranmer Rd
	21 Cranmer Rd
	23 Cranmer Rd
	25 Cranmer Rd
	7 Selwyn Gardens
Darwin College, Cambridge	Frank Young House
	Gwen Reverat House
	The Malting House
	Newnham Grange
	Newnham Terrace (2&3 and 9-12)
	The Old Granary
	Rayne Building
	Summerfield
	10 Barton Rd
	29 Barton Rd
	45a Newnham Rd
	49a Newnham Rd
	5 Worsdworth Grove
The David Game College	Earls Court Hostel, London

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	Fulham Broadway Hostel, London
	Shepherd's Bush Hostel, London
	South Kensington Hostel, London
Downing College, Cambridge	East Range
	Howard Court
	Kenny Coury
	North Range
	Singer Building
	West Range
	Boathouse
	65 Devonshire Rd
	1-3 Gonville Place
	20 Lensfield Rd
	22 Lensfield Rd
	24 Lensfield Rd
	28 Lensfield Rd
	30 Lensfield Rd
	32 Lensfield Rd
	36 Lensfield Rd
	38 Lensfield Rd
	40 Lensfield Rd
	42 Lensfield Rd
	44 Lensfield Rd
	46 Lensfield Rd
	50 Lensfield Rd
	54 Lensfield Rd
	56 Lensfield Rd
	58 Lensfield Rd
	65 Lensfield Rd
	25 Parkside
	70 Regent St
	76 Regent St
	96 Regent St
Emmanuel College, Cambridge	Cloisters
	East Court
	The Hostel
	New Court
	North Court
	Old Court
	South Court
	Barnwell Hostel
	12 Emmanuel Rd
	24-26 Glisson Rd
	67 Glisson Rd
	285 Hills Rd
	287 Hills Rd
	1 Park Terrace
	4 Park Terrace
	6 Park Terrace
	11 Park Terrace
	14 Park Terrace

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	33 Tenison Rd
	43 Tenison Rd
	2 Warkworth St
	15 Warkworth St
	19/20 Warkworth St
	34 Warkwoth St
	35 Warkworth St
	42 Warkworth St
	58 Warkworth Terrace
	59 Warkworth Terrace
Fitzwilliam College, Cambridge	Staircase A to P
	Staircase Q,R & T
	Staircase X & Y
	Staircase U, V & W
	The Grove
	1 Benson Street
	3 Benson Street
	18 Canterbury Street
	82 Canterbury Street
	12 Eachard Road
	1 Glisson Road
	1 Halifax Road
	8 Huntingdon Road
	92 Huntingdon Road
	94 Huntingdon Road
	122 Huntingdon Road
	128 Huntingdon Road
	138 Huntingdon Road
	75 Oxford Road
	77 Oxford Road
	87 Oxford Road
	89 Oxford Road
	4 Westfield Road
	63 Windsor Road
Foundation for International Education	Hyde Park Gate, London
	Manson Place, London
	Metrogtae, London
Girton College, Cambridge	Main Site
	Girton Gate
	The Grange
	Grange Cottage
	Wolfson Court
	1a Albert St
	107 Chesterton Rd
	27 Cockcroft Place
	32 Cockcroft Place
	34 Cockcroft Place
	45 Cockcroft Place
	2 Girton Rd
	53 Girton Rd
	91 Girton Rd

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	95 Girton Rd
	97 Girton Rd
	99 Girton Rd
	110 Huntingdon Rd
	112 Huntingdon Rd
	114 Huntingdon Rd
	27 Park Parade
	3 Thornton Rd
Gonville & Caius College, Cambridge	Gonville Court
	Harvey Court
	St Mary's Court
	St Michael's Court
	Tree Court
	35-37 Chesterton Rd
	9 Fitzwilliam Rd
	43 Glisson Rd
	47 Glisson Rd
	1 Grange Rd
	25-27 Green St
	28a Green St
	37 Green St
	5-6 Gresham Rd
	7 Gresham Rd
	1-2 Harvey Rd
	3 Harvey Rd
	4 Harvey Rd
	5 Harvey Rd
	6 Harvey Rd
	8 Harvey Rd
	1-2 Mortimer Rd
	3-4 Mortimer Rd
	5-6 Mortimer Rd
	7-8 Mortimer Rd
	4a Rose Crescent
	3 St Paul's Rd
	4 St Paul's Rd
Hillcroft College	Powell House
Homerton College, Cambridge	ABC Accommodation
	D&E Accommodation
	East House
	Harrison House
	Queens Wing
	South Court
	West House
Hughes Hall College, Cambridge	Centenary Building
	Chancellor's Court
	Fenner's Building
	Margaret Wileman Building
	Wollaston Lodges
	83 Mawson Rd
	85 Mawson Rd

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	34 Tenison Rd
Jesus College, Cambridge	Chapel Court
	Liberty Court
	North Court
	Second Court
	16 Jesus Lane
	33 Jesus Lane
	34 Jesus Lane
	35 Jesus Lane
	36 Jesus Lane
	37 Jesus Lane
	46 Jesus Lane
	47 Jesus Lane
	48 Jesus Lane
	49 Jesus Lane
	50 Jesus Lane
	51 Jesus Lane
	52 Jesus Lane
	53 Jesus Lane
	54 Jesus Lane
	55 Jesus Lane
	56 Jesus Lane
	58 Jesus Lane
	59 Jesus Lane
	60 Jesus Lane
	61 Jesus Lane
	62 Jesus Lane
	63 Jesus Lane
	19 Lower Park St
	20-22 Lower Park St
	23-24 Lower Park St
	25 Lower Park St
	26 Lower Park St
	27-28 Lower Park St
	29-30 Lower Park St
	31-32 Lower Park St
	33-34 Lower Park St
	35-36 Lower Park St
	37-38 Lower Park St
	39 Lower Park St
	40-41 Lower Park St
	42 Lower Park St
	43 Lower Park St
	44 Lower Park St
	24 Maids Causeway
	60 Maids Causeway
	1 Malcolm St
	2 Malcolm St
	3 Malcolm St
	4 Malcolm St
	5 Malcolm St

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	7 Malcolm St
	8 Malcolm St
	9 Malcolm St
	10 Malcolm St
	11 Malcolm St
	16 Malcolm St
	17 Malcolm St
	18 Malcolm St
	19 Malcolm St
	20 Malcolm St
	21 Malcolm St
	22 Malcolm St
	23 Malcolm St
	24 Malcolm St
	25 Malcolm St
	26 Malcolm St
	27 Malcolm St
	28 Malcolm St
	29 Malcolm St
	5 Park St
	6 Park St
	7 Park St
	9 Park St
	12 Park St
	13 Park St
	14 Park St
	15 Park St
	16 Park St
King's College, Cambridge	A Staircase
	O Staircase
	P Staircase
	Q Staircase
	R Staircase
	S Staircase
	T Staircase
	U Staircase
	V Staircase
	W Staircase
	X Staircase
	Y Staircase
	Keynes Building
	King's Parade
	Fitzwilliam Hostel
	Garden Hostel
	Grasshopper Lodge
	Kingsfield House
	Market Hostel
	St Edwards Passage Hostel
	Spalding Hostel
	Whichcote House
	27 Barton Road

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	3 Cranmer Road
	15 Eltisley Avenue
	24 Marlow Road
Leeds Metropolitan University	Carnegie Headingley Student Village, Leeds
	Kirkstall Brewery
	Opal 1
	Opal 2
	Sugarwell Court
	Woodhouse Flats
Loughborough College	New Gables
Lucy Cavendish College, Cambridge	Barrmore
	Bertram
	De Brye
	Oldham Hall
	Warburton Hall
	Varsity House
	2 Albion Yard
	86 Chesterton Rd
	88 Chesterton Rd
	137 Chesterton Rd
	11 Glisson Rd
	90/2 Milton Rd
Magdalene College, Cambridge	Benson Court
	Bright's Building
	Buckingham Court
	Cripps Court
	First Court
	Mallory Court
	Old Lodge
	Basing House
	Cory House
	23a Bridge St
	30a Bridge St
	2 Chesterton Rd
	4 Chesterton Rd
	6 Chesterton Rd
	11 Chesterton Rd
	10-12 Chesterton House
	3 Hertford St
	5 Hertford St
	7 Hertford St
	11 Hertford St
	7 Northampton St
	17 Northampton St
	19 Northampton St
	28 Thompson's Lane
	29 Thompson's Lane
	30 Thompson's Lane
	32 Thompson's Lane
	33 Thompson's Lane

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	34 Thompson's Lane
	35 Thompson's Lane
Murray Edwards College, Cambridge	Beaufort House
	Buckingham House
	Canning & Eliza Building
	Clover House
	Grove Lodge
	Hammond House
	New Block
	Orchard Court
	30 Halifax Rd
	36 Huntingdon Rd
	40 Huntingdon Rd
	68 Huntingdon Rd
	70 Huntingdon Rd
Newnham College, Cambridge	Main Buildings
	Graduate House
	Rosalind Franklin Building
	Whitstead
	2 Wordsworth Grove
	6 Wordsworth Grove
Nottingham Trent University	Brackenhurst Residences
	Canterbury Court
	Clarendon Court
	1-9 College Drive
	Gervase Residence
	Gordon House
	Fletcher Terrace
	Mill House
	21 Waverley St
Pembroke College, Cambridge	Main Site
	26 Barton Rd
	2/3 Botolph Lane
	5 Botolph Lane
	3 Fitzwilliam St
	4 Fitzwilliam St
	6 Fitzwilliam St
	7 Fitzwilliam St
	8 Fitzwilliam St
	9 Fitzwilliam St
	10 Fitzwilliam St
	11 Fitzwilliam St
	12 Fitzwilliam St
	18 Fitzwilliam St
	23 Fitzwilliam St
	8 Grange Rd
	103 Grantchester Meadows
	107 Grantchester Meadows
	59 Lensfield Rd
	61 Lensfield Rd
	63 Lensfield Rd

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	1 Newnham Croft St
	32 Panton St
	34 Panton St
	36 Panton St
	38 Panton St
	40 Panton St
	2 Pembroke St
	4 Pembroke St
	5 Pembroke St
	5a Pembroke St
	2 Selwyn Gardens
	3 Selwyn Gardens
	10 Selwyn Gardens
	10a Selwyn Gardens
	52a Trumpington St
	54 Trumpington St
Peterhouse College, Cambridge	C Staircase
	F Staircase
	G Staircase
	H Staircase
	I Staircase
	K Staircase
	Fen Court
	The Hostel
	LSM Hostel
	William Stone Building
	16 Fitzwilliam St
	17 Fitzwilliam St
	19 Fitzwilliam St
	22 Fitzwilliam St
	25 Fitzwilliam St
	1 North Terrace
	5 North Terrace
	23 Parkside
	24 Parkside
	30 Parkside
	36 Parkside
	1 St Peter's Terrace
	2 St Peter's Terrace
	3 St Peter's Terrace
	5 St Peter's Terrace
	6 St Peter's Terrace
	7 St Peter's Terrace
	7 Tennis Court Terrace
	35 Trumpington St
	39 Trumpington St
	1 Warkworth St
	6 Warkworth St
	7 Warkworth St
	8 Warkworth St
	40 Warkworth St

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Queens' College, Cambridge	Cripps Court
	Dokett Building
	Erasmus Building
	Fisher Building
	Friars Building
	Old Court
	Pump Court
	Walnut Tree Court
	Owlstone Croft
	20 Eltisle Ave
	35 Eltisle Ave
	71 Maids Causeway
	73 Maids Causeway
	19 Marlowe Rd
	35 Marlowe Rd
	98/100 Norwich St
	61 Panton St
	63 Panton St
	65 Panton St
	75 Panton St
	77 Panton St
	15 Trafalgar Rd
	17 Trafalgar Rd
	19 Trafalgar Rd
	21 Trafalgar Rd
	23 Trafalgar Rd
	25 Trafalgar Rd
Robinson College, Cambridge	Main College
	Thorneycreek Cottage
	Thorneycreek House
	2 Adams Rd
	4 Adams Rd
	5 Adams Rd
	6 Adams Rd
	27-37 Romsey Terrace
	1 Sylvester Rd
	1a Sylvester Rd
	3 Sylvester Rd
	3a Sylvester Rd
	3b Sylvester Rd
The Royal Veterinary College	Odiham Hall, Hatfield
	College Grove, Camden, London
St Catharine's College, Cambridge	A Staircase
	B Staircase
	Bull Staircase
	E Staircase
	G Staircase
	Gostling Staircase
	H Staircase
	I Staircase
	J Staircase

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	K Staircase
	L Staircase
	M Staircase
	Woodlark Staircase
	Silver Street Flats
	St Chads Hostel
	South Green Lodge
	15 Brookside
	4 Russell St
	1 Warkworth St
	40 Warkworth St
St Edmund's College, Cambridge	Norfolk Building
	Benet House
	Maisonetts
	Flats
	Laws Building
	Brian Heap Building
St John's College, Cambridge	Chapel Court
	Corfield Court
	Cripps
	First Court
	New Court
	North Court
	Second Court
	Third Court
	Fossdene
	Gables
	Merton Arms
	Merton House
	Whinside
	33 Bridge St
	35 Bridge St
	36 Bridge St
	1 Chapel St
	23/25 Chesterton Rd
	1 The Knott
	2 The Knott
	3 The Knott
	4 The Knott
	5 The Knott
	1 Madingley Rd
	7 Madingley Rd
	12 Madingley Rd
	15 Madingley Rd
	26 Northampton St
	16 Park Parade
	17 Park Parade
	19 Park Parade
	20 Park Parade
	23 Park Parade
	9 Pound Hill

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	1 Richmond Terrace
	2 Richmond Terrace
	5 Richmond Terrace
	10 Richmond Terrace
	11 Richmond Terrace
	12 Richmond Terrace
	14 Richmond Terrace
	3 St John's Rd
	4 St John's Rd
	6 St John's Rd
	7 St John's Rd
	8 St John's Rd
	11 St John's Rd
	12 St John's Rd
	13 St John's Rd
	14 St John's Rd
	17 St John's Rd
	18 St John's Rd
	19 St John's Rd
	20 St John's Rd
	21 St John's Rd
SCIO	8 Crick, Road, Oxford
	The Vines, Oxford
Selwyn College, Cambridge	Ann's Court
	Cripps Court
	Old Court
	Walters Lodge
	21 Grange Rd
	23 Grange Rd
	25 Grange Rd
	29 Grange Rd
	31 Grange Rd
	38 Grange Rd
	40 Grange Rd
	21 West Rd
	23 West Rd
Sidney Sussex College, Cambridge	Blundell Court
	Chapel Court
	Cloister Court
	Garden Court
	Hall Court
	Harrington House
	Hobson Court
	South Court
	15 Clarkson Rd
	56 DeFreville Ave
	35 Elizabeth Way
	2 Humberstone Rd
	124 Huntingdon Rd
	126 Huntingdon Rd
	91 King St

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	4 Park Parade
	6 Park Parade
	25 Park Parade
	45 Pearl Close
	52 Pearl Close
	55 Pearl Close
	1-11 Portugal St
	6 St Eligius St
	7-8 St Pauls Rd
Trinity College, Cambridge	Angel Court
	Blue Boar Court
	Bishop's Hostel
	Burrell's Field
	Great Court
	Nevile's Court
	New Court
	Pearce Hostel
	Whewell's Court
	Wolfson Building
	12 Glisson Road
	18 Newton Road
	14 Portugal Place
	15 Portugal Place
	4 Portugal Street
	6 Portugal Street
	8 Portugal Street
	10 Portugal Street
	12 Portugal Street
	14 Portugal Street
	16 Portugal Street
	18 Portugal Street
	20 Portugal Street
	22 Portugal Street
	24 Portugal Street
	26 Portugal Street
	39 Victoria Park
	20 Victoria Street
Trinity Hall, Cambridge	Bishop Bateman Court
	Central Site
	St Clements Gardens
	Wychfield Site
	8 Bateman St
	9 Bateman St
	14 Bateman St
	15 Bateman St
	16 Bateman St
	17 Bateman St
Wolfson College, Cambridge	Eastern Building
	Residential Block 1
	Residential Block 2

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	Plommer House
	Western Field
Stanfords College UK	Stanfords House
Bradford University	Bradford Hall
	University Hall
University of Chichester	Barbara Smith Halls, Bognor Regis
	Charlotte House, Bognor Regis
	Longbrook, Bognor Regis
	Gatehouse, Chichester
	50 Greylingwell Drive, Chichester
	52 Greylingwell Drive, Chichester
	54 Greylingwell Drive, Chichester
	Havenstoke Close, Chichester
	New Bishop Blocks, Chichester
	Old Bishop Blocks, Chichester
	Pinewood House, Chichester
	Standard Blocks, Chichester
University of Greenwich	Adelaide House, Chatham
	Aragon Court
	Boleyn Court
	Cleves Court
	Cutty Sark Hall
	Devonport House
	Forte House, Chatham
	Howard Court
	Merlin House, Chatham
	Parr Court
	Seymour Court
	Sunne House, Chatham
	Tudor Court
	Wolfe House, Chatham
University of Hertfordshire	College Lane campus
	De Havilland Campus
University of Leeds	Bodington Hall
	Charles Morris Hall
	Clarence Dock
	20 Clarendon Place
	28 Clarendon Place
	30 Clarendon Place
	52 Clarendon Road
	27a Cumberland Road
	Devonshire Hall
	Coach House
	Elmfield House
	Grosvenor Court
	Ridgefield House
	Ruse House
	Springhill House
	The Orchards
	Ellerslie Hall
	10 Clarendon Place

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	17 Clarendon Place
	27 Clarendon Place
	15-19 Lyddon Terrace
	37-41 Lyddon Terrace
	Henry Price Residences
	3 Kingston Terrace
	Leodis Residences
	Lupton Residences
	Lyddon Hall
	13-23 Cromer Terrace
	25 Cromer Terrace
	27-31 Cromer Terrace
	11 Lyddon Terrace
	13 Lyddon Terrace
	33 Lyddon Terrace
	35 Lyddon Terrace
	Montague Burton Residences
	38 Moor Road
	North Hill Court
	North Hill House
	8 North Hill Road
	12 North Hill Road
	14 North Hill Road
	18 North Hill Road
	Oxley Residences
	14 Rokeby Gardens
	St Marks
	Sentinel Towers
	13/17 Shaw Lane
	7-11a Springfield Mount
	10/10a Springfield Mount
	12 Springfield Mount
	16 Springfield Mount
	18 Springfield Mount
	20 Springfield Mount
	22 Springfield Mount
	24 Springfield Mount
	26 Springfield Mount
	28 Springfield Mount
	30 Springfield Mount
	32 Springfield Mount
	White Lodge

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DECLARATION

We (Educational Establishment)

of (Establishment's Address)

Telephone contact number:

Website:

E-mail Address:

declare that:

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

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

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

I/we agree to meet the cost of joining the Code at an agreed rate at 79p(plus VAT, if applicable) per bed space (NB the minimum fee for membership is £550, inc VAT), if we decide to be externally verified or at 50p per bed space if we opt to be verified via the peer to peer procedures. I/we accept that my/our registration covers from the period below (as dated) to 31st January 2011 (cheques should be made payable to Unipol Student Homes).

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

Signed:

Dated:

Name (please print):

Position in Educational Establishment:

Telephone contact number:

Website:

E-mail Address:

The ANUK/Unipol Code of Standards for Larger Residential 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

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DECLARATION – SCHEDULE OF PROPERTIES

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

Signed:

Name (please print):

Position in educational establishment:

Telephone contact number:

Website:

E-mail Address

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