

**UUK CODE FOR THE MANAGEMENT OF STUDENT HOUSING**

**AUDITORS SELF ASSESSMENT CHECKLIST (November 25<sup>th</sup> 2010 Revised Version)**

**Institution Name**

**Auditors Contact Details**

**Audit Timescales**

**Buildings (as defined by the Code) covered by this Audit (List here)**

**Any changes to buildings list since the previous audit (State deletions, additions, refurbishments)**

**Buildings inspected by this Audit (List here including name and number of rooms)**

### Key to Checklist

- Mandatory elements to the code are shaded.
- Non Mandatory elements are not shaded.
- Questions are for auditors guidance only and further questions may be asked during establishment inspections.

| No  | Checklist for UUK Code Compliance  | Details and notes | Evidence Received | Mandatory Elements Achieved Yes/No |
|-----|--|-------------------|-------------------|------------------------------------|
|     | <b>1 General</b>   |                   |                   |                                    |
| 1.3 | H/FEEs should ensure that student representatives are fully involved in review, complaints and other procedures integral to the administration of this code.   | <i>How?</i>       |                   |                                    |
| 1.4 | All H/FEEs must make arrangements to publicise the existence of the code to potential students in addition to advising students of the code during the induction process to residential accommodation. | <i>How?</i>       |                   |                                    |
| 1.6 | H/FEEs should ensure that staff are appropriately trained in order to deliver the standards required by the code including equality and diversity.   | <i>How?</i>       |                   |                                    |
|     | <b>2 Health and Safety Standards and Procedures</b>  |                   |                   |                                    |

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|-----|---|--|-------------------|------------------------------------|
| 2.1 | Student residences and their contents as supplied by an establishment must meet the requirements of all relevant health and safety regulations and codes of practice. Certain special circumstances (e.g. legislation relating to listed buildings) may justify a partial relaxation of these requirements.   | <i>Included in H&amp;S Policy?<br/>If so, please supply for each area. Who is responsible?</i> |                   |                                    |
| 2.2 | H/FEEs must make an analysis of the risk of such events as fire, outbreak of disease or major breakdown of services and equipment and develop procedures for dealing with them. The analysis and the procedures should be documented (e.g. in risk registers) and should be readily available for inspection. | <i>Please provide risk register for each area.<br/><br/>Please advise who is responsible</i>   |                   |                                    |
| 2.3 | Students must be given clear advice and information on what action is to be taken in the event of an emergency e.g. how to access first aid provision, relevant contact details and mechanisms for reporting incidents and raising health and safety issues.  | <i>How is this provided?<br/>Please provide evidence</i>                                       |                   |                                    |
| 2.4 | It must be a requirement in every tenancy or license agreement for the student to maintain a reasonably safe environment for the H/FEEs employees who may have to enter   | <i>How?</i>  |                   |                                    |

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|------|---|--|-------------------|------------------------------------|
|      | the premises e.g. ensuring the cables to personal electrical equipment are safe.  |  |                   |                                    |
|      | <b>2A Fire Safety</b>   |  |                   |                                    |
| 2.5  | Information and advice must be provided to students at the beginning of their period of occupation on such matters as:  |  |                   |                                    |
| 2.51 | Their role in the avoidance of fire risks.  | <i>How is this provided?<br/>Please provide evidence</i> |                   |                                    |
| 2.52 | Cooking and the safe use of cooking equipment.  | <i>We will need to see signage in kitchens</i>           |                   |                                    |
| 2.53 | Electrical safety – particularly voltage differences.   | <i>How is this provided?<br/>Please provide evidence</i> |                   |                                    |
| 2.54 | The dangers of using candles or storing flammable material.   | <i>How is this provided?<br/>Please provide evidence</i> |                   |                                    |
| 2.55 | Disciplinary action that may be taken if fire alarms or fire fighting equipment is miss-used.   | <i>How is this provided?<br/>Please provide evidence</i> |                   |                                    |
| 2.6  | Fire safety systems must be maintained in working order and regularly tested in accordance with regulations relating to each particular piece of equipment and each building type. The design and detail of systems in existing buildings will be determined in accordance with a fire safety risk assessment and in consultation with the fire authority or local authority as |  |                   |                                    |

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|      | appropriate. Specifically:  |  |                   |                                    |
| 2.61 | Fire alarm systems must be tested weekly at pre-arranged times (but see paragraph xxi of the Code).   | <i>How is this provided?<br/>Please provide evidence</i> |                   |                                    |
| 2.62 | A record of fire alarm testing and inspection must be maintained.   | <i>How is this provided?<br/>Please provide evidence</i> |                   |                                    |
| 2.63 | At the beginning of their period of occupation students must be provided with information on fire safety and good practice. Advice on action to be taken in case of fire including fire containment procedures should be prominently displayed.   | <i>How is this provided?<br/>Please provide evidence</i> |                   |                                    |
| 2.64 | Any fire extinguishing equipment provided must be properly maintained.  | <i>We will need to test in each residency</i>            |                   |                                    |
| 2.7  | In order to ensure safe evacuation of properties in the event of fire, safe access and egress (means of escape) must be maintained - including corridors, landings, stairs and hallways. The means of fire escape - internal and external - must be maintained and be available at all times. The design and detail of systems in existing buildings will be determined in accordance with a fire safety risk assessment and in consultation with the fire authority or local authority as appropriate. Safety systems include: |  |                   |                                    |
| 2.71 | Emergency lighting.   | <i>How is this provided?</i>                             |                   |                                    |

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|-------|---|---|-------------------|------------------------------------|
|       |   | <i>Please provide evidence</i>  |                   |                                    |
| 2.72  | Emergency secondary power supplies such as generators and battery back up systems.  | <i>How is this provided?<br/>Please provide evidence</i>  |                   |                                    |
| 2.73  | Fire door integrity including door closures.  | <i>How is this provided?<br/>Please provide evidence</i>  |                   |                                    |
| 2.74  | Automatic door release mechanisms.  | <i>We will need to test in each residency</i>   |                   |                                    |
| 2.75  | Emergency escape ironmongery such as push bars must be regularly tested in accordance with the appropriate British Standard.  | <i>How is this provided?<br/>Please provide evidence</i>  |                   |                                    |
| 2.8   | Fire evacuation practices must be conducted at the beginning of each academic year in accordance with arrangements for particular buildings and fire detection systems and the local fire authority. A record must be maintained.                   | <i>Please provide evidence that this has been undertaken for each residency</i>                   |                   |                                    |
| 2.9   | Once a student with a disability (including those with a temporary disability) is identified the H/FEE must undertake an assessment and put in place any specific arrangements (e.g. personal evacuation plans) in case of fire or other emergency. | <i>How is this undertaken?<br/>Is it included in the H&amp;S policy? Please provide evidence?</i> |                   |                                    |
|       | <b>2B Electrical and Gas Supplies</b>   |   |                   |                                    |
| 2.10. | Except in the case of emergencies or essential maintenance, electricity and gas supplies and lighting must  | <i>How is this undertaken?<br/>Who is responsible?<br/>Can you obtain</i>                         |                   |                                    |

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|                                 | be maintained without interruption. Gas and electrical installations must be properly maintained and tested in accordance with statutory gas and electrical safety requirements and British Standards.                              | <i>evidence that this has been undertaken for each residency?</i>                 |                   |                                    |
| 2.11                            | Where students need to operate controls for gas fired central heating, hot water systems, and/or fixed electrical room heaters or appliances, simple and precise instructions for their safety and efficient use must be available. | <i>What instructions are provided – evidence?</i>                                 |                   |                                    |
| <b>Gas Installations</b>        |   |   |                   |                                    |
| 2.12                            | All gas supplies, distribution pipe work and gas fired appliances must comply with the relevant gas safety regulations.   | <i>Who is responsible? Evidence that appliances comply?</i>                       |                   |                                    |
| 2.13                            | All gas appliances must have an annual gas safety check undertaken by a Gas Safe registered gas installer. A copy of the safety certificate must be available in accordance with the regulations.                                   | <i>Who is responsible? Can you provide evidence of safety checks/certificates</i> |                   |                                    |
| <b>Electrical Installations</b> |   |   |                   |                                    |
| 2.14                            | All new electrical installations including fixed equipment must be installed and all existing installations maintained in accordance with the most recent version of the Institute of Electrical Engineers (IEE) Regulations.       | <i>Who is responsible? How do they ensure that they comply with IEE?</i>          |                   |                                    |
| 2.15                            | All building electrical installations   | <i>Who is responsible? We</i>   |                   |                                    |

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|      | must be inspected and tested in accordance with statutory requirements, and the results recorded in an appropriate register.  | <i>will need to see evidence this is undertaken and they have a list of all systems that need to be maintained</i>                                 |                   |                                    |
|      | <b>Lighting</b>   |  |                   |                                    |
| 2.16 | Lighting must be provided in accordance with the Chartered Institution of Building Services Engineers (CIBSE) recommendations. In study bedrooms the recommended level of illumination may be achieved by the use of local task lighting.   | <i>Please provide instructions. We will need to see some rooms in each residency</i>   |                   |                                    |
|      | <b>Portable Appliance Testing (PAT)</b>   |  |                   |                                    |
| 2.17 | All portable appliances supplied by an H/FEE, or used in the premises by H/FEE staff, must be inspected and maintained in accordance with an establishments PAT policy. Where arrangements exist for the testing of students' personal electrical equipment these should be set down in the PAT policy. The H/FEE must make students aware of the PAT policy, and any procedure for having students personal electrical equipment tested. | <i>What policy is in place? Please provide copy of policy.<br/><br/>Who inspects them? Again please provide evidence and list of all equipment</i> |                   |                                    |
| 2.18 | There must be a procedure for dealing with any potentially dangerous personal electrical  | <i>How are students advised of this requirement</i>  |                   |                                    |

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|      | equipment. This might include labelling as unsafe, an instruction to remove, or in extreme cases (subject to the terms of the licence or tenancy), for example if there is a risk of fire or electrocution removal to safe keeping or disabling. The students must be made aware of the procedure and the action implemented. | <i>What policy is in place?<br/>Who removes the dangerous equipment.</i>   |                   |                                    |
|      | <b>Water Supplies</b>   |  |                   |                                    |
| 2.19 | All premises must be provided with hot and cold water to appropriately marked taps. Any cold water supply that is not drinkable should be clearly identified.   | <i>Please confirm</i>  |                   |                                    |
|      | <b>Waste Water</b>  |  |                   |                                    |
| 2.20 | All waste water must be removed via an appropriate trapped connection to the sewerage system  | <i>Who is responsible?<br/>How is this undertaken?<br/>Please confirm</i>  |                   |                                    |
|      | <b>Water Hygiene</b>  |  |                   |                                    |
| 2.21 | Hot and cold water services must be installed, monitored and maintained in accordance with the HSE and statutory public health requirements including Legionella testing.   | <i>Who is responsible?<br/>How is this undertaken?<br/>Please confirm?</i> |                   |                                    |
|      | <b>2C Security</b>  |  |                   |                                    |
|      | <b>Building and Room Security</b>   |  |                   |                                    |
| 2.22 | H/FEE managed accommodation must be securable against intrusion. All registered buildings must be subject to local security risk  | <i>Has a local risk assessment been conducted?<br/>Please provide</i>      |                   |                                    |

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|      | assessments, with particular attention being paid to access control, surveillance of site perimeter and securing ground and basement windows.   | <i>evidence?<br/>What policies are in place? We will review when looking at the residencies?</i>               |                   |                                    |
| 2.23 | All main entrances and individual bedroom doors must be lockable, the main entrance door being accessible by all student tenants of the building and bedroom doors accessible only by the student occupant. | <i>Who is responsible?<br/>Has a local risk assessment been conducted.<br/>Please provide evidence?</i>        |                   |                                    |
| 2.24 | All basement, ground and first floor windows must be securable by the student in order to deter theft and intrusion in student bedrooms.  | <i>Who is responsible? We will check a number of ground and first floor windows.</i>                           |                   |                                    |
|      | <b>Staff</b>  |  |                   |                                    |
| 2.25 | All members of staff (including contractors) must be readily identifiable whilst on the premises. There must be a record kept of staff accessing bedrooms in the absence of the student.                    | <i>Who undertakes this?<br/>Please arrange brief meeting to discuss and evidence that vetting takes place.</i> |                   |                                    |
| 2.26 | Staff must be subject to vetting/checks in accordance to the institutions policy formulated under the relevant legislation. Such policy to include reference to contractors.                                | <i>Who undertakes this?<br/>Please arrange brief meeting to discuss and evidence that vetting takes place.</i> |                   |                                    |
| 2.27 | The procedures regarding the issuing of keys/access cards (including the replacement of lost keys) must be clear and transparent and arrangements for access in the   | <i>Who is responsible?<br/>Please arrange brief meeting to discuss and evidence that vetting takes place.</i>  |                   |                                    |

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|       | event of lost keys etc must be set out in the students welcome pack or equivalent.  |   |                   |                                    |
|       | <b>Emergency Contacts/Procedures</b>  |   |                   |                                    |
| 2.28  | Establishments must advise students of the procedure to follow in the event of an emergency e.g. bomb alert, summoning an ambulance, reporting a crime or suspicious behaviour.   | <i>Please provide copy of security plan</i>             |                   |                                    |
|       | <b>CCTV</b>   |   |                   |                                    |
| 2.29  | Wherever student residences are monitored by CCTV this must be advised in the foyer or on the external entrance to the building. Installation and operation must be in accordance with the relevant regulations.                      | <i>We will need to see notices in place</i>             |                   |                                    |
|       | <b>2D Kitchen Facilities, Food Storage, Washing Facilities, Furnishing, Cleaning Routines and other matters</b>   |   |                   |                                    |
|       | <b>Kitchen Facilities and Cooking Equipment</b>   |   |                   |                                    |
| 2.30. | Where provided all kitchen facilities must be maintained in good order and repair with all equipment supplied in good working order. Facilities for the preparation, cooking and storage of food must be appropriate to the number of | <i>Need to see user instructions for each residency</i> |                   |                                    |

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|      | students using the facilities in accordance with local authority published standards. Users instructions must be available.  |  |                   |                                    |
|      | <b>Food Storage</b>  |  |                   |                                    |
| 2.31 | Cold storage provision must be made available within self-catering properties  | <i>Will need to see evidence in each residency</i>   |                   |                                    |
|      | <b>Bathroom, Toilet and Shower Areas</b>   |  |                   |                                    |
| 2.32 | These areas must be provided with adequate ventilation and slip-resistant flooring. All sanitary ware must be in good working order and free from cracks and breaks. All toilets must be provided with fitted toilet seat. Shower curtains or screens should be provided as appropriate. | <i>We will need to see evidence in each residency</i>  |                   |                                    |
|      | <b>Furnishing Quality</b>  |  |                   |                                    |
| 2.33 | Décor and furnishings should be provided and maintained in reasonable condition. All furnishings provided must conform to the relevant regulations.  | <i>Please provide details of the maintenance programme and how you ensure the residencies are in a state of good repair?</i> |                   |                                    |
| 2.34 | All bedrooms must be fitted as a minimum with bed, mattress, worktop or study desk, chair, curtains/blind, drawers/shelving, wardrobe and waste receptacle.  | <i>We will need to see evidence of this in each residency</i>  |                   |                                    |
|      | <b>Post and Mail</b>   |  |                   |                                    |
| 2.35 | The H/FEE must put in place  | <i>We will need to see the</i>   |                   |                                    |

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|     | suitable arrangements for the receipt and distribution of student mail. The arrangements should be set out in the students welcome park or similar induction material. Distribution and collection details should be made available. Students should be advised of any arrangements for forwarding or redirecting mail after the end of the tenancy/license period. | <i>display / notification of collection details at each residency.</i><br><br><i>We will need to understand how this process works</i> |                   |                                    |
|     | <b>3 Repair and Maintenance Management</b>  |  |                   |                                    |
|     | <b>Approved Contractors</b>   |  |                   |                                    |
| 3.1 | Where an H/FEE is directly responsible for repairs and maintenance these must be carried out by appropriately identified H/FEE employed staff or external approved contractors.   | <i>How are contracts/ staff identified?</i>  |                   |                                    |
|     | <b>Fault/Defect Notification and Rectification</b>  |  |                   |                                    |
| 3.2 | The H/FEE must provide students with information on how to report a defect or fault, including out of office hours procedure and expected response times from the service.  | <i>How will students be notified?</i>  |                   |                                    |
| 3.3 | The information should set down response times in the published categories - the usual terminology will be: emergency, urgent and non urgent. If response times are   | <i>How will students be notified and kept informed?</i>  |                   |                                    |

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|                            | different for different locations this should be made clear. Students should be kept informed or progress in rectifying any reported defect and in particular any delay in meeting defined response times e.g. if an initial visit is diagnostic or if batching of works occurs.  |   |                   |                                    |
| 3.4                        | Where repairs or maintenance work is necessary due to damage caused by residents or their guests, the residents should be notified of the total cost and charges for the repair as soon as practicably possible.  | <i>How will students be notified?</i>   |                   |                                    |
| <b>Planned Maintenance</b> |   |   |                   |                                    |
| 3.6                        | All maintenance works should be undertaken so as to minimise inconvenience to residents. This will not always be possible with unplanned (reactive) maintenance. For planned maintenance 7 days notice should normally be given to residents; endeavours should be made to avoid sensitive periods such as examinations. For urgent work the minimum notice should be 24 hours unless an emergency requires immediate action. | <i>How is notice given for planned maintenance?<br/>Is this Estates or the general manager?</i> |                   |                                    |
| 3.7                        | Grounds should be cleared of rubbish and litter on a regular basis and kept tidy. Students should be encouraged to avoid causing, or adding litter. Particular care should  | <i>How will this be implemented?</i>  |                   |                                    |

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|     | be taken to provide adequate and appropriately located cigarette disposal bins.  |  |                   |                                    |
|     | <b>Snow and Ice Clearance Policies</b>   |  |                   |                                    |
| 3.8 | Policies on snow and ice clearance should specify expected clearance times and should be displayed in a communal area and/or on the appropriate website where residences are part of a campus environment. Residences in urban areas should display advice regarding the Local Authorities responsibilities. | <i>Please provide policy. Is there an SLA in place? How do the Uni evidence compliance with the policy? What happens at weekends</i> |                   |                                    |
|     | <b>4 Environmental Quality</b>   |  |                   |                                    |
|     | <b>Energy efficiency</b>   |  |                   |                                    |
| 4.1 | Adequate heating, lighting, hot water and ventilation must be provided, as appropriate, for each bedroom, social space, kitchen, circulation space (e.g. corridors, stair cases, entrance lobbies) and shower/bath room.   | <i>Please confirm how this is undertaken.</i>  |                   |                                    |
|     | <b>Energy Efficiency</b>   |  |                   |                                    |
| 4.2 | H/FEEs must be able to demonstrate how they encourage residents and staff to be environmentally responsible in their consumption of energy and water.  | <i>How do we encourage students and staff to be environmentally responsible?</i>   |                   |                                    |
|     | <b>Refuse Collection</b>   |  |                   |                                    |
| 4.3 | Provision must be made for the collection of all domestic refuse   | <i>Please provide refuse management plan. Is</i>   |                   |                                    |

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|---|--|---|-------------------|------------------------------------|
|   | generated from residences. Details should be communicated to students and notices on collection arrangements should be placed in appropriate common areas.   | <i>there an SLA in place?<br/>How is this monitored?<br/>We will review common areas for notices?</i> |                   |                                    |
| <b>Pest Control</b>                       |  |   |                   |                                    |
| 4.4                                       | Arrangements for reporting infestations should be made clear together with the anticipated response times.   | <i>How will this be communicated to students?</i>   |                   |                                    |
| <b>Recycling</b>                          |  |   |                   |                                    |
| 4.5                                       | Where local authority or private recycling/reuse schemes exist, and where it is viable to do so, the H/FEE should encourage residents to take advantage of this provision. Details of recycling arrangements including the location of recycling stations should be communicated to students and contained in the H/FEEs environmental policy. | <i>Are these contained in the environmental policy or elsewhere? Please provide evidence?</i>         |                   |                                    |
| <b>Transport and Travel</b>               |  |   |                   |                                    |
| 4.6                                       | Residents must be advised of any car parking arrangements. The information provided must also refer to the availability of bicycle and motor cycle parking.  | <i>Please provide car parking / transport policies for each residency.</i>                            |                   |                                    |
| 4.7                                       | Residents should be provided with details of access to public transport and any designated safe walking routes.  | <i>How will this be communicated to students?</i>   |                   |                                    |
| <b>5 Landlord and Tenant Relationship</b> |  |   |                   |                                    |

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|------|---|--|-------------------|------------------------------------|
| 5.1  | H/FEEs must have a clear and coherent statement in place outlining the relationship between the H/FEE, as landlord and the student, as tenant or licensee.  | <i>Is this provided in the form of a Licence Agreement? If so, please provide evidence. Is this also on web?</i> |                   |                                    |
| 5.2  | A written contract must exist between the H/FEE and the student for the provision of residential accommodation prior to the commencement of the tenancy. This must be provided by the H/FEE and include reference to any contractual terms and responsibilities of both the H/FEE and the student. The H/FEE must provide the student with a copy of this residential contract. | <i>How will the contract be communicated to students?</i><br><br><i>Will need to provide evidence.</i>           |                   |                                    |
| 5.3  | The terms of any contractual relationship and information on the respective roles and responsibilities of the H/FEE and the student must be made available to all prospective residents in advance of students entering into a contractual relationship for residential accommodation.  | <i>How will this be communicated to students?</i>  |                   |                                    |
| 5.4  | Establishments should return deposits held within 28 days of the end of the tenancy.  |  |                   |                                    |
| 5.5  | The H/FEE must make available the following information:  |  |                   |                                    |
| 5.51 | Students must be advised of any   | <i>How will students be</i>  |                   |                                    |

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|      | cleaning schedules. These must include which areas are cleaned, the frequency of cleaning, and any student responsibility for cleaning of facilities in accordance with a service level statement if applicable. All rooms must be prepared for the start of occupancy in a clean and habitable way. | <i>advised?</i>   |                   |                                    |
| 5.52 | Laundry facilities where provided, must be maintained in good working condition. Instructions, including fault reporting and emergency procedures, must be made available.   | <i>Provide copies of instructions. Will review laundry facilities in each residency.</i>                                |                   |                                    |
| 5.53 | The relevant procedures for application and allocation of residential accommodation including any application eligibility criteria.  | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| 5.54 | The total number of rooms available by type (i.e. single, en-suite and self catering).   | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| 5.55 | The fees and charges for each type of available accommodation.   | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| 5.56 | The length of the contract period for each room type.  | <i>Is this provided in the form of a licence agreement? If so please</i>  |                   |                                    |

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|       |   | <i>provide evidence. Is this also on the website?</i>   |                   |                                    |
| 5.57  | Availability, if any, of car parking facilities and/or cycle storage.   | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| 5.58  | Payment schedules and options for payment, including any additional costs that may be incurred by a resident (e.g. late payment charges, debt pursuance charges, debt arrears penalties) and any discounts that may be available and the terms under which these are offered. | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| 5.59  | Damage deposits/caution fees: how any scheme operated by the H/FEE is administered and specifically: how much is to be paid, what the money is to be used for, and when/how balances are to be returned.  | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| 5.510 | The terms under which a student or H/FEE is able to terminate or cancel a residential contract.   | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| 5.511 | The procedure for lodging a complaint about the residential accommodation or management of the property, or ancillary services provided by an H/FEE.  | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| 5.512 | Information concerning  | <i>Is this provided in the</i>  |                   |                                    |

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|---------------------------|---|---|-------------------|------------------------------------|
|                           | management's right of access to study bedrooms.   | <i>form of a licence agreement? If so please provide evidence. Is this also on the website?</i>                         |                   |                                    |
| 5.513                     | Service level statements (SLS's) or equivalent: should set out schedules and response times for any services which are required in each establishment.  | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| 5.514                     | The procedure for reporting a defect or requesting maintenance: including who to contact.   | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| 5.6                       | Arrangements for access in the event of lost keys etc must be set out in the students welcome pack or equivalent.   | <i>Is this provided in the form of a licence agreement? If so please provide evidence. Is this also on the website?</i> |                   |                                    |
| <b>Induction Briefing</b> |   |   |                   |                                    |
| 5.7                       | H/FEEs must hold an induction briefing, and/or provide relevant information to students by way of literature or other e-induction processes at the beginning of occupation. This must advise students that their accommodation is covered by this code. It should also include specific advice on issues such as health, safety (e.g. fire evacuation procedures), welfare matters conduct and behaviour and guidance on communal living. | <i>How is this provided?<br/>CD Rom?<br/>Welcome Pack?<br/>Please provide evidence?<br/><br/>We will need to review</i> |                   |                                    |

| No                                | Checklist for UUK Code Compliance  | Details and notes   | Evidence Received | Mandatory Elements Achieved Yes/No |
|-----------------------------------|--|---|-------------------|------------------------------------|
| <b>Management Contact Details</b> |  |   |                   |                                    |
| 5.8                               | At the commencement of occupancy H/FEEs must provide students with relevant contact details of duty officers/wardens/ security staff, student representatives etc and also, as appropriate, any central accommodation office, maintenance office or halls office.              | <i>Where is this provided?<br/>Who is responsible</i>                                     |                   |                                    |
| <b>Insurance Liabilities</b>      |  |   |                   |                                    |
| 5.9                               | H/FEEs must provide a statement outlining the extent of their own insurance liabilities in respect of a student's belongings and personal items.   | <i>Please provide statement for each residency.<br/><br/>Where is this made?</i>          |                   |                                    |
| <b>6 Health and Wellbeing</b>     |  |   |                   |                                    |
| 6.1                               | H/FEEs must provide information to students in respect of its provision of welfare support, financial advice and counselling services, particularly to the provision of accommodation. The information must also include reference to services provided by the students union. | <i>How do they ensure they receive welfare/financial advice – please provide evidence</i> |                   |                                    |
| 6.2                               | H/FEEs must ensure that residents have information on and access to out of hours emergency support including contact details and procedures to follow.   | <i>What arrangements are there for out of hours support? Where is this detailed?</i>      |                   |                                    |
| 6.3                               | H/FEEs must encourage registration   | <i>How are students</i>   |                   |                                    |

| No  | Checklist for UUK Code Compliance   | Details and notes   | Evidence Received | Mandatory Elements Achieved Yes/No |
|-----|---|---|-------------------|------------------------------------|
|     | with the local health service or a local GP or, where these exist, with their own medical services.   | <i>encouraged to register with a local GP?.</i>   |                   |                                    |
|     | <b>7 Anti Social Behaviour and Disciplinary Procedures</b>  |   |                   |                                    |
| 7.1 | The H/FEE must demonstrate procedures to minimise and, deal with, any anti-social behaviour by tenants or their visitors.   | <i>Is there a response strategy in place? Please provide details General Managers</i>                 |                   |                                    |
|     | <b>Conduct and Behaviour</b>  |   |                   |                                    |
| 7.2 | The H/FEE should encourage residents to act in a fit and proper manner at all times, treat both the property and neighbours - fellow students, staff and members of the local community - with due respect, regard and consideration. | <i>Is this detailed in the contract? Please provide evidence</i>                                      |                   |                                    |
| 7.3 | The H/FEE must make residents aware of the H/FEEs code of behaviour and disciplinary procedures, and how it deals with any inappropriate conduct of behaviour.  | <i>How are students made aware of the code of behaviour. In the contract? Please provide evidence</i> |                   |                                    |