

UUK CODE FOR THE MANAGEMENT OF STUDENT HOUSING

DRAFT AUDITORS TEMPLATE CHECKLIST

Institution Name

Auditors Contact Details

Audit Timescales

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

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

Establishments 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. A scoring methodology is to be developed.
- 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	Non Mandatory Elements Score
	1 General				
1.3	HEI's should ensure that student representatives are fully involved in review, complaints and other procedures integral to the administration of this code	<i>How?</i>			
	2 Health and safety standards and procedures				
2.1	Student residences and their contents as supplied by a higher education institution (HEI) must meet the requirements of all relevant health and safety regulations and codes of practice.	<i>Included in H&S Policy? If so, please supply for each area. Who is responsible?</i>			
2.2	HEIs should make an analysis of the risk of such events as fire, outbreak of disease or major breakdown and develop procedures for dealing with them. The analysis and the procedures should be documented (e.g. in risk registers) and should be available for inspection by residents.	<i>Please provide risk register for each area. Please advise who is responsible</i>			
2.3	Students should be given clear advice on what action is to be taken in the event of an emergency e.g. first aid provision, means of calling	<i>How is this provided? Please provide evidence</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	an ambulance. They should be provided with contact details for emergencies and informed of procedures for reporting accidents or safety defects.				
	2A Fire Safety				
2.4	Information and advice should be provided to students at the beginning of their period of occupation on such matters as their role in the avoidance of fire risks vis a vis:				
2.41	Cooking	<i>We will need to see signage in kitchens</i>			
2.42	Electrical safety – particularly voltage differences	<i>How is this provided? Please provide evidence</i>			
2.43	The dangers of using candles or storing flammable material	<i>How is this provided? Please provide evidence</i>			
2.44	Disciplinary action that may be taken if fire alarms or fire fighting equipment is miss-used	<i>How is this provided? Please provide evidence</i>			
2.45	Fire extinguishers	<i>How is this provided? Please provide evidence</i>			
2.46	Essential information should be posted in kitchens and communal areas and this, together with more general information, should be available in printed form and/or on web	<i>We will need to test in each residency</i>			
2.5	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. Specifically:				
2.51	Fire alarm systems should be tested weekly at pre-arranged times (but see paragraph 1.14 of the Code)	<i>How is this provided? Please provide evidence</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
2.52	A record of fire alarm testing and inspection should be maintained	<i>How is this provided? Please provide evidence</i>			
2.53	At the beginning of their period of occupation students should 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? Please provide evidence</i>			
2.54	Any fire extinguishing equipment provided should be properly maintained	<i>We will need to test in each residency</i>			
2.6	The means of fire escape – internal and external – should 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. Safety systems such as:				
2.61	Emergency lighting	<i>How is this provided? Please provide evidence</i>			
2.62	Emergency secondary power supplies such as generators and battery back up systems	<i>How is this provided? Please provide evidence</i>			
2.63	Fire door integrity including door closures	<i>How is this provided? Please provide evidence</i>			
2.64	Automatic door release mechanisms	<i>We will need to test in each residency</i>			
2.65	Emergency escape ironmongery such as push bars should be regularly tested in accordance with the appropriate British Standard	<i>How is this provided? Please provide evidence</i>			
2.7	Fire evacuation practices should be conducted at the beginning of each academic year in accordance with arrangements for particular buildings and fire detection systems agreed with the local fire authority. A record should be maintained.	<i>Please provide evidence that this has been undertaken for each residency</i>			
2.8	So as to ensure safe evacuation of	<i>How is this undertaken?</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	properties in the event of fire, safe access and egress must be maintained – including corridors, landings, stairs and hallways.	<i>Is it included in the H&S policy? Please provide evidence?</i>			
2.9	Students with disabilities should make themselves known at the beginning of their first term or as soon as otherwise practicable so that they may be advised of any special arrangements (e.g. personal evacuation plans) which are in place for them in case of fire or other emergency.	<i>How is this undertaken? Is this information passed to accommodation via enrolment? How are special arrangements made and advised?</i>			
2B	Electrical and gas supplies				
2.10.	Except in the case of emergencies or essential maintenance, electricity and gas supplies and lighting must be maintained without interruption. Gas and electrical installations must be properly maintained and tested in accordance with gas safety regulations and British Standards.	<i>How is this undertaken? Who is responsible? Can you obtain evidence that this has been undertaken for each residency?</i>			
2.11	Instructions should be provided on the safe operation of all gas or electrically operated equipment.	<i>What instructions are provided – evidence?</i>			
	Gas Installations				
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 CORGI 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>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
2.14	Where students need to operate controls for gas fired central heating or hot water systems, simple and precise instructions for their safe and efficient use must be available.	<i>We will need to see notices in place at each residency</i>			
	Electrical Installations				
2.15	All electrical installations including fixed equipment must be installed and maintained in accordance with the Institute of Electrical Engineers (IEE) Regulations.	<i>Who is responsible? How do they ensure that they comply with IEE?</i>			
2.16	All building electrical installations must be inspected and tested in accordance with the IEE Regulations, currently at least every 5 years, and the results recorded.	<i>Who is responsible? We will need to see evidence this is undertaken and they have a list of all systems that need to be maintained</i>			
	Electrical Heating				
2.17	Where rooms are provided with fixed electric heating, instructions on the use of the equipment should be available.	<i>Please provide instructions. We will need to see some rooms in each residency</i>			
	Portable Appliance Testing (PAT)				
2.18	All portable appliances supplied by an HEI, or used in the premises by HEI staff, should be inspected and maintained in accordance with an institution's PAT policy. Where arrangements exist for the testing of students' personal electrical equipment these should be set down in the PAT policy.	<i>What policy is in place? Please provide copy of policy. Who inspects them? Again please provide evidence and list of all equipment</i>			
2.19	It is a requirement of the student to maintain a reasonably safe environment for the HEI's	<i>How are students advised of this requirement</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	employees who may have to enter the premises e.g. ensuring that cables to personal electrical equipment are safe.				
2.20.	There should be a procedure for dealing with any potentially dangerous personal electrical equipment. This might include labelling as unsafe, an instruction to remove, or, in extreme cases, removal to safe keeping or disabling.	<i>What policy is in place? Who removes dangerous equipment?</i>			
	Water Supplies				
2.21	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>			
	Waste Water				
2.22	All waste water must be removed via an appropriate trapped connection to the sewerage system	<i>Who is responsible? How is this undertaken? Please confirm</i>			
	Water Hygiene				
2.23	Hot and cold water services must be installed, monitored and maintained in accordance with the HSE approved code of practice.	<i>Who is responsible? How is this undertaken? Please confirm?</i>			
	Lighting				
2.24	Lighting should 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>Who is responsible? How is this undertaken? Please confirm?</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	2C Security				
	Building and room security				
2.25	Students should be secure against intrusion. Subject to local risk assessment, main entrance and individual bedroom doors should be lockable, the main entrance door being accessible by all student tenants of the building; bedroom doors accessible only by the student occupant. Arrangements for access in the event of lost keys etc should be set out in the students' welcome pack.	<i>Has a local risk assessment been conducted? Please provide evidence? What policies are in place? We will review when looking at the residencies?</i>			
2.26	Windows should not present a safety hazard. All ground and first floor windows must be securable by the student. Subject to local risk assessment, all windows should be fitted with stops to prevent over-opening.	<i>Who is responsible?. We will check a number of ground and first floor windows.</i>			
	Security Staff				
2.27	Security staff should be appropriately identified. Staff should be subject to vetting under the relevant legislation. Security and other staff accessing bedrooms in the absence of the student should be required to keep a log recording the reason for access.	<i>Who undertakes this? Please arrange brief meeting to discuss and evidence that vetting takes place.</i>			
	Security Plan				
2.28	HEIs should have a security plan which identifies the general approach to security matters. The plan should include procedures in the event of an emergency e.g.	<i>Please provide copy of security plan</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	bomb alert, summoning ambulance.				
	CCTV				
2.29	Wherever student residences are monitored by CCTV this will be advised in the foyer or on the external entrance to the building. Installation and operation will be in accordance with the relevant regulations.	<i>We will need to see notices in place</i>			
	2D Kitchen facilities, food storage, washing facilities, furnishing, cleaning routines and other matters				
	Kitchen				
2.30.	All kitchen facilities should be maintained in good order and repair with all equipment supplied in working order. Facilities for the preparation, cooking and storage of food should be appropriate to the number of students using the facilities. Users' instructions should be available.	<i>Please provide user instructions for each residency</i>			
	Food Storage				
2.31	Cold storage provision should be made available within self-catering properties and where necessary locks, to prevent pilfering, should be fitted.	<i>Will need to see evidence in each residency</i>			
	Bathroom, toilet and shower areas				
2.32	These areas should be provided with adequate ventilation and slip-resistant flooring. All sanitary ware should be in good working order and free from cracks and breaks.	<i>How do you ensure that slip resistant flooring in place etc.</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	All toilets should be provided with fitted toilet seat. Shower curtains or screens should be provided as appropriate.				
	En-suite facilities				
2.33	Where provided, these should comprise sanitary ware located within a study bedroom or between two adjacent single study bedrooms for the sole use of the resident(s) of the room(s). The facility, although contained in the room, should have ventilation and an entrance door fitted making it a self contained unit.	<i>Please confirm that this is undertaken. Who is responsible?</i>			
	Furnishing quality				
2.34	Décor should be in good order with regular checks taken on defects and refurbishment programmes. All furnishings provided must conform to the relevant regulations. All bedrooms should be fitted as a minimum with bed, mattress, worktop, chair, curtains/blind, drawers/shelving, wardrobe and waste receptacle.	<i>Please provide details of the maintenance programme and how you ensure the residencies are in a state of good repair?</i>			
	Cleaning				
2.35	Students should be advised of cleaning schedules. These should include property cleaning and student responsibility for cleaning of property. All rooms should be prepared for the start of occupancy in accordance with a service level statement.	<i>How will cleaning frequencies be notified?</i> <i>How do you ensure that they are cleaned before occupancy? SLA in place?</i>			
	Laundry facilities				
2.36	Where provided, these should be in	<i>Please provide copies of</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	good working order. Instructions, including fault reporting and emergency procedures, should be available.	<i>instructions available. We will review laundry facilities in each residency to ensure they are in place</i>			
	Energy				
2.37	When consistent with safety considerations and in the light of local risk assessment, lights in public areas should be governed by time control switches. HEIs should encourage users to switch off lights and electrical devices when they are not required.	<i>What energy conservation policies are in place? How do we ensure users are aware?</i>			
	Post/Mail				
2.38	Personal items of mail should be received on site and arrangements made for collection by, or distribution to, residents. Local agreements with Royal Mail may be in place for the delivery of letters and parcels. All distribution and collection details should be clearly displayed within the property. At the end of the contract period all uncollected or undeliverable mail should be returned, as far as is practicable, to sender.	<i>We will need to see the display / notification of collection details at each residency. We will need to understand how this process works</i>			
	3 Maintenance and repair regimes				
	Approved contractors				
3.1	Where an HEI is directly responsible for repairs and maintenance these should be carried out by appropriately identified HEI employed staff or external contractors from the HEI's approved	<i>How are contracts/ staff identified?</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	list.				
	Response times				
3.2	A service level statement (SLS), or equivalent, on reporting and rectification of building defects should be available. The SLS should set down response times in the priority categories – emergency, urgent and non urgent.	<i>Is a SLS in place? If so, please provide evidence and compliance against performance targets? If not, how are response times tracked?</i>			
	Maintenance				
3.3	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.	<i>How is notice given for planned maintenance? Is this Estates or the general manager?</i>			
	Construction quality				
3.4	All properties must be constructed, altered or refurbished, and maintained, in accordance with the appropriate building, planning and housing legislation. The relevant approval notices and certificates should be available for inspection by prior arrangement.	<i>Who is responsible? How do you ensure this is undertaken?</i>			
	Grounds maintenance				
3.5	All planting and fences around residences should be maintained to be tidy and to minimise opportunities for concealment of intruders. Principal pathways and	<i>How do you ensure that you are compliant with this policy? Please provide evidence?</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	car parks should be hard paved (or have another suitable surface) and should be illuminated appropriately for the environment.				
	Litter clearance				
3.6	Grounds should be cleared of rubbish and litter on a regular basis as provided in the relevant service level statement, or equivalent. Students will be expected to behave responsibly and to avoid causing, or adding to, litter.	<i>How often are the grounds cleaned? Please provide evidence? We will observe when visiting the residencies?</i>			
	Snow and ice clearance policies				
3.7	Policies on snow and ice clearance should specify expected clearance times and should be available in hard copy and/or on the appropriate web site.	<i>Please provide policy. Is there an SLA in place? How do the Uni evidence compliance with the policy? What happens at weekend</i>			
	4 Environmental Quality				
	Energy efficiency				
4.1	Adequate heating, hot water and ventilation should be provided for each bedroom, social space, kitchen and shower/bath room. Minimum internal air temperatures and hot water temperatures should be identified in an HEI's energy management policy. Students should be encouraged to be environmentally responsible in their consumption of energy and water.	<i>Please confirm how this is undertaken. How do we encourage students to be environmentally responsible?</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	Refuse collection				
4.2	Provision must be made for the collection of all domestic refuse generated from residences. Details should be set out in a refuse management plan and notices on collection arrangements should be placed in appropriate common areas.	<i>Please provide refuse management plan. Is there an SLA in place? How is this monitored? We will review common areas for notices?</i>			
	Recycling				
4.3	Where local authority or private recycling schemes exist every effort should be made to encourage residents to take advantage of these provided it is viable to do so. Details of recycling arrangements should be contained in the institution's environmental policy.	<i>Are these contained in the environmental policy or elsewhere? Please provide evidence?</i>			
	Car Parking				
4.4	Students should be advised of car parking policies. Where relevant, arrangements regarding car parking should be set down in the institution's transport policy. This policy should also contain information on the availability of bicycle and motor cycle parking and on public transport.	<i>Please provide car parking / transport policies for each residency.</i>			
	Good neighbour policy				
4.5	Students will be expected to be mindful of the proximity of neighbours both within properties and in the wider community. Student disciplinary regulations set down the procedures that may apply in the case of any alleged nuisance	<i>Please provide evidence how students are advised of behaviour and consequences of non compliance</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	caused by students. (See also Section 7).				
	5 Landlord and tenant relationship				
	5A Policies and Procedures				
5.1	HEIs should have clear and coherent policies and procedures in place on the relationship between managers, as landlords, and students, as tenants or licensees. These should be made available, in summary form, to all prospective residents in advance of students entering into a contractual relationship with the HEI for residential accommodation	<i>Is this provided in the form of a Licence Agreement? If so, please provide evidence. Is this also on web?</i>			
5.2	Policies and procedures should include information on:				
5.21	Application for, and allocation of, residential accommodation	<i>See above</i>			
5.22	Charges for accommodation: how accommodation charges for each academic session are determined, and which body within the institution has responsibility for setting charges.	<i>See above</i>			
5.23	Collection of charges: 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>See above</i>			
5.24	Damage deposits / caution fees: how any scheme operated by the	<i>See above</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	HEI is administered and specifically: how much, when/how to be paid, what they are used for, and when/how balances are to be returned				
5.25	Termination and cancellation of a residential contract	<i>See above</i>			
5.26	Complaints involving in the first instance the HEI's accommodation service, a right of appeal on unresolved issues using the institution's complaints procedure, and, if necessary, reference to the Office of the Independent Adjudicator	<i>See above</i>			
5.27	Inventories: availability, in each room, at the start of the period of residence.	<i>See above</i>			
5.28	Access to study bedrooms stipulating who has access, prior notice of entry and reasons for access.	<i>See above</i>			
5.29	Defect reporting procedures including who to contact and intended timescales for rectification	<i>See above</i>			
5.291	Non residents / guests: access by non-residents and/or guests				
5.3	Information on the respective roles and responsibilities of the HEI and students should be readily available at the commencement and end of any contract period	<i>See above</i>			
	5B Communication between management and student				
	Advance information				
5.4	So that students may make informed decisions on their choice of accommodation HEIs should provide clear and accurate information to prospective				

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
residents. This should be as comprehensive as possible and include:					
5.41	A statement on eligibility to apply for accommodation	<i>How is this made available? Handbook? Web? Who is responsible?</i>			
5.42	Application forms appropriate to the type(s) of accommodation available	<i>See above</i>			
5.43	The application process for residential accommodation	<i>See above</i>			
5.44	Number of rooms available of different types	<i>See above</i>			
5.45	Charges applicable to each room type and payment terms	<i>See above</i>			
5.46	Length of the contract period for each room type	<i>See above</i>			
5.47	Any allocations policy that may be in operation	<i>See above</i>			
5.48	The terms of residency that apply including landlord and tenant/licensee obligations	<i>See above</i>			
4.49	Availability, if any, of parking bays and cycle storage	<i>See above</i>			
Induction briefing					
5.5	HEIs should provide an induction briefing or issue induction literature at the beginning of occupation. This should include advice on issues such as health, safety (e.g. fire evacuation procedures) and welfare matters and guidance on communal living.	<i>How is this provided? CD Rom? Welcome Pack? Please provide evidence? We will need to review</i>			
Management structure and contact details					
5.6	5.6 At the commencement of occupancy HEI's should provide information on the management	<i>Where is this provided? Who is responsible</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	structure for residential accommodation, together with contact details of duty officers / wardens / security staff, and also, as appropriate, any central accommodation office, maintenance office or halls office.				
	Insurance liabilities				
5.7	HEIs should 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.</i> <i>Where is this made?</i>			
	5C Contractual relationship				
5.8	The nature of the contractual relationship between an HEI as landlord and students as tenants or licensees should be set out as clearly and concisely as possible.	<i>Please provide copy of contract</i>			
	Residential contract				
5.9	HEIs should provide an appropriate contract which the HEI (as landlord) and the student (as tenant or licensee) will enter into.	<i>How do you ensure that all students enter and have a copy of the contract?</i>			
5.10.	The contract should include, or make reference to any specific terms of residency that may apply. The HEI should provide the student with a copy of the contract.	<i>See above</i>			
5.11	The student handbook should set out clearly what each party can reasonably expect of each other as regards conduct, communication, behaviour and mutual respect.	<i>We will review the student handbook</i>			
	6 Student Support				
	Welfare				

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
6.1	HEIs should ensure that there is provision for students seeking welfare or financial advice or counseling related, in particular, to their accommodation.	<i>How do they ensure they receive welfare/financial advice – please provide evidence</i>			
6.2	HEIs should ensure that there are arrangements for out of hours emergency support (e.g. through provision of personal tutors, wardens or other pastoral provision or security staff).	<i>What arrangements are there for out of hours support? Where is this detailed?</i>			
	Health				
6.3	HEIs should encourage registration with the local HEI health service or a local GP or, where these exist, with their own medical services. They should have procedures in place to deal with notifiable diseases.	<i>How are students encourages to register with a local GP? What procedures are in place for notifiable diseases</i>			
	7 Anti Social Behaviour and Disciplinary Procedures				
7.1	Properties should be managed so as to help prevent, or deal effectively with, any anti-social behaviour by tenants or their visitors. Where necessary, a response strategy should be prepared in liaison with the police.	<i>Is there a response strategy in place? Please provide details General Managers</i>			
	Conduct				
7.2	Students should act in a fit and proper manner at all times and have consideration for their neighbours - both their fellow students and the local community.	<i>Is this detailed in the contract? Please provide evidence</i>			
	Behaviour				
7.3	Students should be made aware of	<i>How are students made</i>			

No	Checklist for UUK Code Compliance	Details and notes	Evidence Received	Mandatory Elements Achieved Yes/No	Non Mandatory Elements Score
	the HEI's code of behaviour and disciplinary procedures. Any behaviour bringing the HEI's name into disrepute may be dealt with under disciplinary procedures; other authorities may be notified of offending conduct if necessary.	<i>aware of the code of behaviour. In the contract? Please provide evidence</i>			
	Care of premises and their surroundings				
7.4	Students should make every effort to ensure that their property and its immediate surroundings are used in a manner that retains it in the general condition of their first occupation.	<i>How are students informed? In the contract? Please provide evidence?</i>			