

Committed to better student living **the**
code



3rd Annual
Meeting
UUK/Guild HE
Code of Practice



Simon Britton Chair of the Governance Board



Today's Programme

- The UUK Code Of Practice 3 rd Annual Report
- NUS Presentation - Rent Survey Initial Findings; Security in Student Residences (Linked to Home Office Project)
- Consultation on the revised Code - an overview of proposed developments
- Consultation workshops on the revised draft code
- New UUKCode.info website; Revised Audit Guidance; Promotional Plans
- e-induction case study - Pat McGrath University of Sheffield
- studentswitchoff - Dc Neil Jennings National Student Switch off Coordinator



Paddy Jackman
The UUK Code of
Practice 3rd
Annual Report



Sarah Wayman
Mark McCormack

NUS Rent Survey
Security in Student
Accommodation



Mark Swales

Revisions to Code of
Practice



Key Changes

- Content in some sections moved to more relevant section of the code.
- Should changed to MUST e.g. "procedures **must** be documented"
- Sections rewritten in clearer language
- Definitions reviewed to avoid ambiguities
- Equality and diversity best practice references included



Workshop Arrangements

We have six tables and table hosts. During the rest of the morning and after lunch you will have the opportunity to visit each table to discuss the relevant sections of the code. Your input can include asking questions, making suggested amendments and flagging up additional information you feel should be included. Each host will take notes. Track change copies of the code are available on each table.

The topics are:

1. Section 2 Health and Safety standards procedures – **Mark Swales**
2. Section 3 Maintenance and repair regimes - **Andrew Nightingale**
3. Section 4 Environmental Quality – **Dan Armstrong/Simon Britton**
4. Section 5 Landlord and tenant relationship - **Paddy Jackman**
5. Section 6 Student Support & Section 7 Anti-Social Behaviour and Disciplinary Procedures – **Bryan Carroll**
6. Other - miscellaneous comments – **Janet Manning**



Mark Swales

Revised Audit Guidance
Promotional Update
www.UUKCode.info



Revised Audit Guidance

Updated to reflect feedback from auditors and members

- Objectives table has been updated
- Clearer guidance on frequency of audits and activities to be undertaken during intervening years
- Notable practices
- Matrix of establishments showing in which year audits are required



Promotional Update

Banner standards and flyers produced to use at profile raising events

External promotional opportunities e.g. NUS, Aim Higher, Clearing Adverts.

Power point templates available to download

Posters and flyers available to download

We've got the code

Where you live is a fundamental part of your student experience at University.

We want to ensure those managing your accommodation are committed to raising standards and employing good management practice, which then in turn leads to great places for you to live with good quality services.

How do you use the code?
You should ensure when choosing the right place to live that it is registered with the code to safeguard you and ensure that you get the best possible accommodation.

You can find out if your university is signed up to the UUK Code by visiting our website:
www.uukcode.info

Have you?



Promotional Update

Why is this code important?

The code is important to students living in this student accommodation as it sets a standard for Universities to meet as well as a system by which you can complain if this accommodation does not meet these standards.

By being accredited to the code it will ensure that this University is committed to raising standards and employing good management practice, which then in turn ensures not only good physical standards where you live but a broad spectrum of good quality services (such as refuse collection or recycling to support and care when you need it).

The NUS has been involved in developing this code and accreditation more widely to ensure students enjoy high housing standards during their studies, but that also these expectations are carried into the private rented sector more broadly.



How do I use the code?

- By knowing it exists

Go to www.uukcode.info and find out more about the standards you should expect this accommodation to meet.

- By knowing the complaints procedure should you need it

If you are not happy with the way this accommodation is being run, and your issue has not been resolved by the local managers you can use your university's internal complaints procedure (ask about this at the accommodation office) and lodge a complaint under the **UUK/Guild HE Code of Standards**. Ask your students' union to support your claim.

Alternatively, many universities post copies of their complaint procedure on the university's website.



Research Findings

Code	UK		International		Total	
	%	Number Surveyed	%	Number Surveyed	%	Number Surveyed
ANUK-private providers	3	937	7	1336	5	2273
ANUK-educational establishments	3	938	7	1338	6	2276
UUK Code	5	937	8	1339	7	2276



UUKCode.info

Revised website

Updated content

A-Z of institutions

Contact info

Links

Code content

<http://code.qr8.net/pages/links>



Pat McGrath

Director of Accommodation &
Campus Services
University of Sheffield

E-Induction into Student Residences



Dr Neil Jennings

Studentswitchoff



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