

General Questions: <i>Your college has/ does/provide</i>					
Appropriate provisions for security of the housing facility, particularly out of hours' security	Appropriate provisions for reporting and implementation of day-to-day repairs within the building	Appropriate health & safety routines: Testing fire alarms, Servicing safety equipment, Undertaking a risk analysis	Appropriate provisions for out-of-hour's services, for instance, a power outage or a plumbing leak	Provisions to deal with residential relations: Students wishing to leave, Inter-student friction, Noise/anti-social behaviour, mental health problems	Over-night residential cover to deal with student issues that occur overnight, which excludes security related matters dealt
Equality and Diversity, in my college					
Equality access statement for accommodation facilities	No student applying for accommodation is treated more or less favourably than any other student	The rent for rooms allocated for students with disabilities does not exceed the ordinary average room rate charged by the college across its full range of rents	Access to toilets, showers and changing rooms, say gender-neutral or otherwise, in the accommodation facilities that accord with the gender any student identifies with	They match every students housing needs in terms of their gender identity	Systems are in place to ensure that gender-sensitive communication and ambience is maintained in the accommodation it provides
Information to, and arrangements for, residents					
Your college reports accurately without misrepresentation to prospective residents all residence details	Prospective residents receive specific info on the kinds and number of rooms, rent ranges and system of allocation of rooms	Before the property is offered, Students are informed about any fees payable in addition to rent, such as utility charges, deposits, insurance or internet charges	Your college provides all residents with a written copy of their occupancy agreement with all the terms and conditions at the time they sign the agreement	Prospective occupants are issued with a clear statement of the rent due to be paid, including the dates, amounts and methods of payments due to be made during the term of the occupancy agreement, as well as any late payment fees that may be charged	Prospective occupants are issued with receipts (electronic or hard copy) for all monies received, whether in payment for rent, deposit, utility or service charges
If a replacement room is needed			Other information		
An appropriate removal service is provided to move the student's belongings or reimbursed	All services, including WiFi and laundry, in the original agreement is provided in any substitute rooms or the prices appropriately deducted	Due to the original not being ready from the start, your college initiates discussions with affected occupants at the earliest opportunity to agree the provision of alternative accommodation (at up to the same rent)	No rents are payable for the room which are unavailable until the date of occupation	Systems in place to ensure occupant's security, student care and general student welfare are clearly defined, communicated to occupants and regularly tested to ensure that they operate effectively	The names & contact details of all staff involved in the management of the building (or residential development) are provided to occupants at the commencement of their occupancy, clearly specifying the times they will be available and their responsibilities
A satisfaction survey is carried out which seeks					
Feedback on security	Feedback on staff responsiveness	Feedback on the student's knowledge that the college is a member of the ANUK Code	Feedback on reporting and rectification of repairs	Feedback on mail handling arrangements	Seeks feedback on student care
Feedback on the adequacy of facilities, such as kitchens en-suite or laundry,	To cover both qualitative and quantitative elements is organised annually	Feedback and thoughts on aspects related to environment and sustainability when it comes to the housing provided	Feedback on overall levels of satisfaction	Feedback on level of amenities, such as catering services, internet access and communal areas, provided	To focus further improvement activities, by having results analysed, , and communicated to students
Your college provides Residential Presences or Wardens					
In any residential development which houses in excess of 150 students	And there purpose of this is made clear to occupants living within the building	Who clearly understand their role and responsibilities and receive an appropriate level of structured and pre-planned training before starting. 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	Your college provide such staff with the names and contact details of additional support so that they can be called upon in the event of an emergency		
Resident-Students' Support Services, your college provides info on:			There are appropriate policies and procedures to support residents		
Provision of student support services (which may include but not be limited to wellbeing, financial and disability support) and how to access them	Services provided by the education establishment, the students' union (CUSU & GU, MCR) and other appropriate or relevant agencies	How to access emergency support (both during usual working hours and outside of these hours) including contact details and procedures to follow	How to register with one or more local GP practices or its own medical services and encourage all student-residents to register as soon as possible	Wellbeing issues, which include: encouraging them to access relevant services, procedures to contacted relevant agencies if an occupant is thought to be at risk, including Police, NHS	Staff have been trained on, or will have sufficient knowledge of, the procedures in place to refer students experiencing a health or wellbeing issue
WiFi and Broadband your college ensures that					
It is made clear whether a wired network connection and/or Wi-Fi provision is being provided within the rent or at an additional cost	And is clear what sort of provision is being made available to users	It shares with student (and prospective residents) details of within and around a residence block in the college wired network connection and/ or Wi-Fi coverage is available	It shares if the wired network connection and/or Wi-Fi provision has a limit on the number of different wireless devices that can be registered on the network	Where a numerical speed claim for broadband service is made, it should be possible to demonstrate that the speed (which should be described as an 'average') is achievable for at least 50% of the relevant customer base at peak time (defined by Ofcom as between 8-10pm)	In terms easily understood by occupants the likelihood of the broadband service not being able to meet their service expectations (this could be done using speed checking facilities, for example those provided on internet service provider (ISPs) websites, and these should be promoted in adverts whenever possible)

Kitchen, pantry and food storage facilities			Mail		
All residents are provided with appropriate kitchen or pantry facilities which have been designed and installed having due regard for safety, industry practice and city council	All food storage and preparation facilities comply with provisions that have been laid down by the City Council	All residents are informed of the procedures for the distribution of incoming mail and where it is delivered/ collected from	When mail is not delivered through a letterbox into the room or flat, it is delivered in a secure and convenient way	The satisfaction of residents with the mail handling is formally monitored and any feedback recorded and actioned	All residents are informed of any mail forwarding not less than 14 days before the end of the occupancy term
Bath, shower and laundry facilities					
All students are provided with appropriate WC, bath and/or shower facilities to with the levels of provision laid down by the city council	All en-suite facilities situated in the Rooms are properly compartmentalised, with adequate natural/ mechanical ventilation	All students are provided With appropriate facilities for the washing and drying of clothes	If there is shared laundrette, it will have appropriate Ratio of machines to students to prevent excessive waiting times, or other arrangements (such as a collection and delivery system for the cleaning of clothes)		
Lighting		Fire Safety			
All areas are provided with adequate safe lighting, which is maintained	Light switches with automatic timers allow enough time for students to reach rooms, or to exit the building, before switching off	All residential buildings have maintained fire safety installations	Instructions for the evacuation of the building and action to take in the event of fire alarm, or a fire, are provided to occupants	Periodic fire drills are conducted to test the effectiveness of the evacuation procedures	Fire risk assessments are reviewed annually by a FRA Competency Council person
Fire alarm and fire detection systems are maintained in proper working order, and there is a system of checks	All residents have access to clear guidelines on the fire safety: details of the safety measures & what to do during a fire, why they are there & how they operate	All exit routes, such as hallways, landings and staircases and exits are maintained safe and unobstructed to enable evacuation	Personal Emergency Evacuation Plans exist to help people requiring assistance get to a designated safe place, or out of buildings	A record of all fire drills undertaken in an academic year is maintained	
Security					
All residence buildings have a security plan detailing security standards and on request, be shown to occupants	Security plans for the residences stipulate what security info will be supplied to occupants and what additional info for ground floor residences	Residence buildings and individual flats or rooms have an appropriate level of security to prevent unauthorised access	Residences have secure external doors and windows	Residence buildings have secure locking systems	Residence have methods to determine the identity of a caller if access to a flat or room is via communal areas
Environmental sustainability, waste disposal and energy usage at your college					
If waste facilities are used by more than 10 occupants, a waste disposal plan is prepared for the building, which students can consult on request	When developing or changing any systems, processes, services or buildings in ways that might have an impact on the environment, an impact assessments is undertaken, and any negative impact avoided or minimised and offset		The perimeter of all residential developments & grounds, are maintained in good order & free of waste and litter		Landscaped areas are properly maintained, & not overgrown. Paths to external doors are clear
All residents are informed, not later than 24 hours after moving in, of the arrangements for waste storage	All residential developments are provided with adequate refuse disposal facilities suitable for all student		Where applicable, Energy Performance certificates are displayed in larger public buildings		There is an environmental sustainability statement for managed/controlled housing
Complaints					
A written log of all complaints that they receive in respect of their accommodation covered by this Code, which is reviewed annually	Within 4 weeks of any written complaint from a student- (or a rep) any breach of this Code of Standards is rectified , an action plan to address any wider issues that may have been raised	Where any allegations are contested, correspondence is initiated with the concerned student or rep on this matter promptly	A Tribunal is able to determine whether a breach of the Code has occurred and make recommendations accordingly	If such recommendations are not followed by the college, it shall accept that they will be deemed to be in breach of the Code and this fact will be made public to prospective student-residents	
Reporting content and need for repair: <i>There is a system in place</i>					
Which clearly defines to residents the contents of the property and the state of repair of fixtures and fittings at the start of the occupancy	That provides a method for occupants to identify and report contents, fixtures and fittings that they believe are either missing or in a poor state of repair	That defines the method for making any deductions from deposits for items that are found to be damaged or missing from the room at the end of the occupancy	To follows up when and where an occupant has reported the need for a repair	To maintain records on when the particular room has been entered, what work has been carried out and any further activities that are planned, and provide this info to the student	Where access is required to a room or communal areas, each affected occupant receives appropriate notification of the date, time, duration and purpose, (if regular can be stated in contract) except in an emergency
Priority 1 repairs (<i>Emergency Repairs</i>) 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 occupants or serious damage to buildings o belongings		Priority 2 repairs (<i>Urgent Repairs</i>) are completed within five days of report of the defect. These would be any repairs which materially affect the comfort or convenience of the occupants.		Priority 3 repairs (<i>Non-Urgent Repairs</i>) are completed within 28 days of a report of a defect, unless a commitment to complete such repairs within a shorter timeframe	
Contractors remove debris from site in a reasonable time and personnel behave in a professional manner	Times for cleaning and maintaining communal areas are provided to occupants in writing, or displayed on notice boards	All residents are provided with appropriate facilities within their rooms (adjoining areas) including a bed, storage space, adequate privacy and an area equipped for study purposes	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 students		All furnishings and furniture provided as part of the occupancy agreement are clean and in reasonable condition at the commencement of the agreement