



UNIPOL CODE

For Shared Student Housing in the
Private Sector of Nottingham

2023 - 2026

The Unipol Code (2023 - 2026)

For Shared Student Housing in the Private Rented Sector

The purpose of the Unipol Code is to establish a framework of voluntary standards to support how members and tenants can do business with one another effectively and fairly.

The criteria in the Unipol Code have been chosen to reflect a balance of common sense obligations and responsibilities between members and tenants and set standards which are achievable, without significant expenditure of time and money and without prejudice to their respective legal rights. .

Compliance with the Unipol Code will ensure that:

- Both owners and tenants enjoy the benefit of good standards of housing management and practice
- Misunderstandings and disputes are reduced
- Where problems do occur they are promptly resolved

Unipol will ensure that the fact that an member has agreed to comply with the Unipol Code will be made explicit on property advertisements, which will be given priority within Unipol's letting system and the Unipol Code will be actively promoted amongst students searching for housing. Both Universities in Nottingham encourage their students to rent a property where the owner/agent is a member of the Unipol Code or Nottingham Rental Standard.

Adoption of the Unipol Code is voluntary. Making a commitment to abide by the Unipol Code is a serious matter and a failure to meet such a commitment is a breach of faith. Unipol tests member compliance with the Code and tenants can complain where they feel a breach has occurred. Information showing that members are not complying with the Unipol Code is in the public domain and will remain accessible for three years even if the member leaves, or is removed from the Unipol Code.

IMPORTANT NOTE: Licensing

In the case of properties which fall under Mandatory, Additional or Selective licensing, where a licence includes a particular condition that is different to a requirement of the Unipol Code, then compliance with the licence condition will take precedence.

RELATIONSHIP BETWEEN THIS UNIPOL CODE AND THE NOTTINGHAM RENTAL STANDARD

The Nottingham Rental Standard is a Nottingham City Council initiative which brings together the main accreditation schemes in Nottingham, of which Unipol is one. By being in one of those schemes you are meeting a standard of accommodation which gives assurance to tenants and the Council about the quality of the home you are letting out. Members of the Unipol Code are entitled to market themselves as being part of the 'Nottingham Rental Standard'.

The Nottingham Rental Standard incorporates a register of accredited landlords for tenants to view. Therefore it is important that you tell Unipol if you do not wish to be included in the Nottingham Rental Standard.

THIS CODE OPERATES FROM 1st AUGUST 2023 TO 31ST JULY 2026

EQUAL OPPORTUNITIES

- 1.00 In all dealings with tenants (both past, actual and prospective) no person is treated less favourably than any other because they have a protected characteristic (age, disability, gender reassignment, marital or partnership status, pregnancy, maternity, race, religious or philosophical belief, sex or sexual orientation) or because of their colour, ethnic or national origin, appearance or social status.

MARKETING PRIOR TO LETTING PROPERTY TO TENANTS

- 2.00 All property details are reported accurately without misrepresentation to prospective tenants. Landlords will abide by the UK Advertising Codes as set by the Advertising Standards Authority, and by all its regulatory mechanisms.
- 2.01 If 'To Let' boards are used when advertising any properties located within Nottingham City Council's designated areas restricting the use of such boards, then they should comply with the NCC Code¹. Where 'To Let' boards are used outside of the NCC Code areas, members are advised to adopt the NCC guidelines.
- 2.02 All prospective tenants are given an opportunity to view the property, having due regard to the rights of existing tenants.
- 2.03 Interested parties are provided with a copy of any contractual terms under which a property is offered, such terms to include details of any fees payable in addition to rent and any arrangements involving tenants' guarantors. When requested, interested parties are given 24 hours to seek independent advice regarding those contractual terms.
- 2.04 Tenancy agreements do not contain any unfair terms (as defined in the Part 2 of the Consumer Rights Act 2015²) or any terms or conditions that conflict with the tenant's statutory or common law rights or the provisions of this Code. It may be useful for members to make use of the relevant Unipol model tenancy agreement.
- 2.05 Tenants are provided with the latest edition of 'How to rent: a checklist for renting in England³' at the commencement of the tenancy agreement.
- 2.06 No deposits or rent payments are demanded before entering into either an agreement to rent the property or a tenancy agreement.
- 2.07 Where a landlord/agent charges any fees, they make it clear in writing what the charges are, what they are for and any terms under which the monies will be refunded. Members must comply with the Tenant Fees Act 2019⁴.
- 2.08 Prospective tenants are issued with a clear statement of the rent due to be paid, including the dates, amounts and method of payments due to be made during the contract.
- 2.09 When requested, written receipts are provided for all payments made. Receipts will always be provided for cash payments.
- 2.10 The tenancy agreement states the division of responsibility for payment of water, utility charges and Council Tax. Any utility management company fees and "fair use caps/limits" must also be accurately reflected in the tenancy agreement. Where tenants are responsible for utility charges, they must have reasonable access to any meters.
- 2.11 Where any service charges are made, these must be properly specified and detailed in the tenancy agreement.
- 2.12 Where WiFi is referred to it should be made clear whether this is being provided within the rent or at an additional cost; it should also make clear exactly what sort of provision is being made available to users, especially where the 'free' elements cover only a base service and a charge is made for enhancements to this.
- 2.13 The name and current address of the property owner or the manager of the property is stated on the agreement together with the address, email and telephone numbers of any managing agent or person or organisation stated. The name and current address of both the property owner and the manager of the property (where both are applicable) will be provided to Unipol on request.
- 2.14 At the start of the tenancy or other date mutually agreed with the tenants, all obligations on the part of the member in regard to the repairs and property maintenance and improvements to the property have been fully completed.
- 2.15 At the start of the tenancy the landlord will ensure the property is clean. Where this has not been achieved and there is a material effect on the comfort and convenience

Rent and Payments

Utility and Service Charges

WiFi

Identity and Address

State of Repair and Refurbishments

Marketing the Property as Part of the Unipol Code

HMO Licensing

Tenant Data Protection

Overcrowding

Ensuring Possession

First Refusal

Access

Repairs and Maintenance

of the tenants, the landlord will inform the tenants of the timescales in which the property will be cleaned; it is expected that these timescales will reflect a Priority 2 Urgent response, within 5 working days.

- 2.16 Where a property is undergoing refurbishment and the works are running late, the landlord/agent shall inform the future tenants at the earliest possibility of this likelihood and its consequences for them.
- 2.17 If rooms are not ready for occupation ("not ready" to be interpreted as where the property room/s cannot be used for their intended purpose) on the date that the tenancy begins, then suitable alternative accommodation will be provided by the member if required by the tenant. No rent will be payable for the room/s that are unusable during that period. A kitchen that is unusable would count as a 50% rent reduction. No rent should be payable if a sole bathroom is unusable for any period over 24 hours.
- 2.18 During the tenancy, if the tenant has agreed that the landlord can undertake works which will make the property/room/s unoccupiable, this must be agreed in writing. The absence of any such agreement, signed by both landlord and tenant would mean that consent had not been given.
- 2.19 In marketing members should use the phrase "Unipol Code" or "Unipol Code Owner" or "Member of the Unipol Code" to describe themselves, and "Unipol Code Property" or "Property meets the Unipol Code" to describe a property..

DURING THE TENANCY

Members will ensure that:

- 3.00 At the start of the tenancy, the landlord must provide tenants with the following information as a minimum (from 2024 onwards)
- Emergency contact details
 - Response times for repairs – (see 3.08)
 - Appliance operation guides (e.g. boiler, heating, alarms)
 - Instructions on proper management of rubbish and recycling
 - Correct use of the fire equipment and safe means of escape in the event of fire
 - Location of the stop tap and gas shut off valve
 - A copy of the Unipol Code (this can be provided via a weblink)
 - Crime prevention information
- 3.01 Where HMO mandatory licensing, additional or selective licensing applies (under Parts II and III of the Housing Act 2004) they have a current HMO licence or have made application for an HMO licence and that those properties meet or will comply with licence conditions within the timescales specified on each licence. All non-licensable properties should meet with the relevant Local Authority's Advisory Standards which are generally available on www.nottinghamcity.gov.uk, www.broxtowe.gov.uk and www.rushcliffe.gov.uk (type HMO into the search engine) or should comply within any timescale agreed with the Council.
- 3.02 Tenant data will be fairly and lawfully processed in accordance with GDPR and the Data Protection Act 2018. Members should register with the Information Commissioners Office as a data controller.
- 3.03 Members will never knowingly overcrowd properties. ;
- 3.04 All statutory notices seeking possession are served on incumbent tenants in order to mitigate any delay and hardship caused to the owner/agent and incoming tenants that may be caused where existing tenants refuse to give up possession at the end of their contractual tenancy.
- 3.05 Current tenants who have complied with the terms of the tenancy agreement will be offered first refusal for any subsequent letting of the property.;
- 3.06 Tenants must receive 24 hours notice of any visit to the property, except in the case of an emergency or if shorter prior permission has been given. Tenant privacy and entitlement to freedom from unnecessary intrusion is respected.
- 3.07 Business is pursued by the owner/agent in a professional, courteous and diligent manner at all times.
- 3.08 All properties are maintained in a satisfactory state of repair and in full compliance with the provisions of section 11 of the Landlord and Tenant Act 1984 and the Homes (Fitness for Habitation) Act 2018⁷.

Planned Programmes of Repair/ Improvement and Cyclical Repairs Programmes

Furniture and Storage Space

Kitchens

Toilet and Personal Washing Facilities

- 3.09 Under normal circumstances the following repair timescales should be achieved:
Priority One – Emergency Repairs: Any repairs required in order to avoid a danger to health, risk to the safety and security of residents or serious damage to buildings or residents' belongings. Within 24 hours of report of defect.
Priority Two – Urgent Repairs: Repairs to defects which materially affect the comfort or convenience of the residents. Within five working days of report of the defect.
Priority Three – Non Urgent day-to-day repairs: Reactive repairs not falling within the above categories. Within 28 days of report of defect or by arrangement with the occupiers after that time.
- 3.10 That contractors and trades persons behave in a professional and courteous manner and remove all redundant components and debris from site on completion of works in a reasonable timeframe.
- 3.11 Maintenance and servicing tasks which can be carried out in a planned and cyclical manner such as gas servicing, electrical inspections and related works, fire detection and equipment servicing, gutter clearing and window cleaning, exterior and interior painting are carried out with consideration to the convenience of occupants.
- 3.12 Where a dispute occurs between the member and tenant/s as to when a repair has been reported then the date on which the repair was reported to the owner/agent in writing shall be the accepted date.
- 3.13 All study bedrooms contain a bed, adequate clothes storage space, a desk, chair and curtains/blinds which are properly hung/fitted.
- 3.14 All furnishings and furniture are clean and in reasonable condition at the commencement of the tenancy and comply, as appropriate, with the Furniture and Furnishings (Fire) (Safety) Regulations 1988⁸.
- 3.15 Kitchens should have adequate facilities for the number of occupants, in line with the relevant Local Authority's advisory standards, especially in respect of the provision of cooking facilities, sinks, electrical sockets, worktops and cupboards. More information can be found by visiting: www.nottinghamcity.gov.uk, www.broxtowe.gov.uk and www.rushcliffe.gov.uk.
- 3.16 All facilities for the storage, preparation and cooking of food will be capable of cleansing and being maintained in a clean and hygienic state by the occupants.
- 3.17 Where amenities are shared an adequate number of suitably located baths and/or showers and wash hand basins are provided with constant hot and cold running water supplies and in a ratio of amenities to occupants that does not exceed 1:5.
- 3.18 Where amenities are shared an adequate number of suitably located toilets are provided and in a ratio of amenities to occupants that does not exceed 1:5.
- 3.19 Where there are up to four occupants sharing facilities, the toilet may be located within the bathroom. Where five or more occupants are sharing, a toilet must be located separate from the bathroom for every five occupants, however where a toilet is located within an additional bathroom it is satisfactory as a 'separate toilet' provided that the bathroom is shared by no more than four people.

Occupiers	Shared WCs	Shared Baths or Showers	Wash hand basins
Up to 4	1	1	1
5	1	1	2
6	2	2	2
7	2	2	3
8	2	2	3
9	2	2	3
10	2	2	4
11	3	3	4
12	3	3	4
13	3	3	5
14	3	3	5
15	3	3	5

- 3.20 Where a toilet is located in a separate compartment then a wash hand basin with hot and cold running water should also be provided within the same compartment.
- 3.21 Where a shower/s is/are provided, they will be fitted with a waterproof surround and a

screen (which could be a curtain) and a suitable electrically operated extractor fan that complies with Building Regulations;

HEALTH AND SAFETY

Housing Health and Safety Rating System

Gas Appliances and Supply

Smoke and Carbon Monoxide Alarm Regulations

Electrical Installations and Appliances

Fire Detection and Alarm Systems

Members will ensure that:

- 4.00 The property and boundary is maintained, as reasonably practicable, free of any avoidable or unnecessary hazards as defined in the Housing Health & Safety Rating System⁹ (see schedule attached to this Code). Particular attention should be paid to hazards such as excess cold, damp and mould, noise, falls on stairs or between levels, fire and entry by intruders.
- 4.01 All means of use and supply of mains gas and alterations and repairs to gas installations shall comply with the current Gas Safety (Installation and Use) Regulations¹⁰.
- 4.02 All gas appliances will be serviced annually by a Gas Safe registered engineer. Verification of the gas safety check will be provided to all new tenants at the start of the tenancy, and copies of the gas safety check record for any subsequent safety checks undertaken during the period of the tenancy will be supplied to tenants within 28 days of that safety check being conducted.
- 4.03 All repairs to gas supply pipe work and appliances will be carried out by registered a Gas Safe registered engineer.
- 4.04 All properties will comply with the Smoke and Carbon Monoxide Alarm Regulations 2022¹¹. Any rooms containing fuel burning appliances should be fitted with a carbon monoxide (CO) detection conforming to BSEN50291.

Members will ensure that:

- 4.05 All electrical installations are certified as safe by a professionally competent electrician, preferably one that is registered with NICEIC – A 'competent person' is a person/firm that has been approved by a government-approved scheme as sufficiently competent to self-certify that its work complies with the Building Regulations Part P (Design and Installation of Electrical Installations) and is designed, installed, inspected and tested to the standard required by BS7671. The member will comply with the inspection and reporting obligations in The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020¹².
- 4.06 All properties must have a satisfactory Electrical Installation Condition Report (EICR), dated within the past five years (or as stated on the current relevant paperwork i.e. a shorter time period).
- 4.07 All additions, alterations and improvements to existing electrical installations and all new installations comply with applicable Building Regulations and BS7671 and are covered by an Electrical Installation Certificate or (as appropriate) a Minor Electrical Installation Works Certificate.
- 4.08 All components used in electrical wiring installations and repairs comply with the International Standard and all appliances will be installed in accordance with manufacturers' instructions.
- 4.09 All electrical appliances provided are functioning in accordance with manufacturers' operational limits and are capable of being operated in a safe manner. Appliances are regularly visually inspected for wear and tear and any defects remedied.
- 4.10 Residual current device (RCD) protection should be provided to all consumer units.
- 4.11 Where there is a duty to carry out a fire risk assessment on common areas of a dwelling under the Regulatory Reform (Fire Safety) Order 2005¹³ (known as the FSO), the landlord/agent will undertake such an assessment and a copy of that shall be made available to Unipol within 14 working days of such a request being made. Where a house is let as a shared house on a single tenancy, then there are no 'common parts', so a risk assessment is not required under the regulations.
- 4.12 **Single household and/or two unrelated persons (with up to 4 storeys)**
 - An interlinked LD2 Grade D1 AFD system is required as a minimum, with smoke detection and sounders on every level of circulation space (including stairwells, corridors and lobbies that form part of the escape route), in any cellar and in the living room, plus a heat detector in the kitchen;
 - FD30S fire door required to the kitchen (with an effective overhead hydraulic self-closer, intumescent strips and cold smoke seals).

4.13 **Shared HMOs (with up to 2 storeys)**

- An interlinked LD2 Grade D1 AFD system is required as a minimum, with smoke detection and sounders on every level of circulation space (including stairwells, corridors and lobbies that form part of the escape route), in any cellar and in the living room, plus a heat detector in the kitchen;
- FD30S fire door required to the kitchen (with an effective overhead hydraulic self-closer, intumescent strips and cold smoke seals).

Shared HMOs (with 3-4 storeys and up to 4 tenants)

- An interlinked LD2 Grade D1 AFD system is required as a minimum, with smoke detection and sounders on every level of circulation space, in basements and in the living room(s), plus a heat detector in the kitchen;
- FD30S fire door required to the kitchen (with an effective overhead hydraulic self-closer, intumescent strips and cold smoke seals) and FD30 fire doors to any risk rooms which open onto the route of escape (including living rooms).

Shared HMOs (with 3-4 storeys and 5 or more tenants)

- An LD1 Grade D1 AFD system is required as a minimum, with smoke detection and sounders on every level of circulation space (including stairwells, corridors and lobbies that form part of the escape route), in basements, in the living room(s) and in all bedrooms, plus a heat detector in the kitchen;
- FD30S fire door required to the kitchen (with an effective overhead hydraulic self-closer, intumescent strips and cold smoke seals), plus a 30 minute protected route of escape with all bedrooms and living rooms fitted with quality assured, closely fitting FD30S fire doors (with effective overhead hydraulic self-closers, intumescent strips and cold smoke seals).

Shared HMOs (with 5 or 6 storeys)

- An LD1 Grade A AFD system is required as a minimum, with smoke detection and sounders on every level of circulation space (including stairwells, corridors and lobbies that form part of the escape route), in basements, in the living room(s) and in all bedrooms, plus a heat detector in the kitchen. The detectors must be linked to a control panel and the system should incorporate manual call points on landings and next to final exits;
- A full 30 minute protected route of escape is required (as above), with self-closers, intumescent strips and cold smoke seals on all fire doors;
- Emergency lighting required along route of escape; plus fire separation of top floor in 5 storey/top two floors in 6 storey properties; plus lobby protection to all floors except the top floor and a secondary route of escape from the top floor (top two floors in 6 storey properties).

4.14 **Bedsit-type HMOs (with up to 2 storeys)**

- A mixed grade system is required, comprising of an interlinked LD2 Grade D1 system, with smoke detection on in stairwells, corridors and lobbies that form part of the communal escape route and a heat detector in each bedsit; plus a stand-alone (non-interlinked) Grade D1 smoke alarm in each bedsit;
- FD30S fire door/s (with an effective overhead hydraulic self-closer, intumescent strips and cold smoke seals) required to each flat/bedsit entrance and any other risk room which opens onto the route of escape.

Bedsit-Type HMOs (3 and 4 storey)

- A mixed grade system is required, comprising of an LD2 Grade A AFD with smoke detection in stairwells, corridors and lobbies that form part of the communal escape route and an interlinked heat detector in each bedsit (these detectors must be linked to a control panel and the system should incorporate manual call points on landings and next to final exits); plus, a non-interlinked Grade D1 smoke alarm in each bedsit;
- FD30S fire door/s (with an effective overhead hydraulic self-closer, intumescent strips and cold smoke seals) required to each flat/bedsit entrance and any other risk room which opens onto the communal route of escape.

Bedsit-Type HMOs (5 and 6 storey)

- As above in terms of both the protected route of escape and AFD system, with addition of emergency lighting throughout the route of escape, fire separation between across stairs to upper floors, lobbies to room entry doors and a secondary route of escape from the top two floors (in 6 storey properties).

4.15 **Buildings converted into self-contained flats (up to 2 storeys)**

- A mixed grade system is required, comprising of an LD2 Grade D1 system to protect common areas, with smoke detection in any stairwells, corridors and lobbies that form part of the communal escape route and a heat detector in each flat (in the lobby/hallway which opens onto the route of escape); plus, a separate LD2 Grade D1 system in each flat, incorporating smoke detection in corridors/lobbies and in the living room, plus a heat detector in the kitchen;
- FD30S fire door/s (with an effective overhead hydraulic self-closer, intumescent strips and cold smoke seals) required to each flat entrance and any other risk room which opens onto the communal route of escape;
- An FD30S fire door (with an effective overhead hydraulic self-closer, intumescent strips and cold smoke seals) is required to kitchens.

Buildings converted into self-contained flats (3 and 4 storey)

- A mixed grade system is required, comprising of an LD2 Grade A system to protect the common areas, with smoke detection in any stairwells, corridors and lobbies that form part of the communal escape route and a heat detector in each flat (in the lobby/hallway which opens onto the route of escape); plus, a separate LD2 Grade D1 AFD in each flat, incorporating smoke detection in corridors/lobbies and in the living room(s), plus a heat detector in the kitchen. The LD2 Grade A system should be linked to a control panel in the ground floor communal hallway and incorporate manual call points along the route of escape;
- FD30S fire door/s (with an effective overhead hydraulic self-closer, intumescent strips and cold smoke seals) required to each flat entrance and any other risk room which opens onto the communal route of escape;
- An FD30S fire door (with an effective overhead hydraulic self-closer, intumescent strips and cold smoke seals) is required to kitchen.

Buildings converted into self-contained flats (5+ storey)

- As above but with the addition of emergency lighting throughout the route of escape and fire separation across the stairway between second and third floors and between fourth and fifth floors.

4.16 Members should ensure that Fire Alarm Systems and equipment are properly checked and maintained by a competent person annually, as a minimum, in accordance with BS5839 Part 1 Section 6 (a 'Competent person' is someone who is third party certificated by a UKAS accredited certification body, specifically to carry out inspection and servicing of fire detection and fire alarm systems). Grade A systems should be checked as a minimum every six months, other types of systems annually. A Fire Alarm System Test Report should be made available to Unipol on request.

4.17 For property types not covered above, the relevant Local Authority's current advisory Fire Safety Principles for properties of their type will apply. The minimum requirement of which is the provision of a mains interlinked fire detection system throughout the common areas, which should include an interlinked heat detector in the kitchen and a smoke detector in the principle habitable room (LD2 Grade D1).

4.18 In all cases, cellars/basements should be fitted with mains-wired fire detection, which is interlinked with the detection throughout the rest of the property. All basements/cellars should contain fire separation between the basement and the ground floor, including the staircase soffit and spandrel, with a self-closing FD30S door fitted at the head of the basement stairs if the cellar opens on to the means of escape. Where the route of escape from basement habitable rooms passes through a risk room (such as a living room/kitchen), a suitable secondary means of escape should be provided at basement level.

4.19 Each kitchen will be fitted with a fire blanket, situated a sufficient distance away from the cooker so as to be safely removed from its housing in the event of a fire on the cooker.

4.20 Particular care should be taken to ensure there is no build-up of combustible material around grills and ovens which can become a serious fire hazard. Members should ensure the cooker is thoroughly cleaned at least once a year and that tenants are informed of their need to clean their cooker regularly and remedial action taken (at the tenants'

**Cellars/
Basements**

Fire blankets

Escape routes

Emergency Lighting

Security Measures

expense if necessary) if the cooker remains hazardous.

- 4.21 All exit routes within a property will be kept free of obstruction, to enable safe evacuation of the property in the event of fire.
- 4.22 The primary escape route should not pass through bedrooms, living rooms, or kitchens. If there is no alternative to this, then a suitable secondary means of escape is required. Additional fire separation and fire safety measures may also be required, where escape routes are complex, or long. Fire escape hatches are generally not considered to be a satisfactory secondary means of escape.
- 4.23 Escape windows and doors should be capable of being opened from the inside of the property without the use of a key. This includes bedroom doors from the inside of the room. Where windows have a low sill height (with a bottom opening area below 1,100mm from floor level), window restrictors/safety catches should be fitted. The restrictors should prevent the windows opening more than 100mm, but must be easily removable without the need for a key if the window is an emergency means of escape. Means of escape windows which can only be accessed via another occupant's bedroom may not be considered to be satisfactory by the local authority.
- 4.24 Members should undertake a risk assessment to determine whether emergency lighting should be installed where escape routes are long, complex or where there is no effective borrowed light.
- 4.25 External doors are of solid core timber or metal framed UPVC construction, or specialist laminated security doors in which all glazing is either wired or toughened and laminated glass. The door frames should be strong and well secured to the jambs. If a door is replaced it is recommended that the full door set will be replaced too, ensuring that this meets with BS: PAS 24: 2022 'doors of enhanced security' or is certified to the 'Secured by Design' standard¹⁴.
- 4.26 External doors should be fitted with a mortise lock with internal thumb turn allowing keyless escape from the building, using either a five lever mortise lock or a euro cylinder lock. Existing suitable euro cylinder locks may be accepted, but any cylinder locks which are replaced should conform to the Sold Secure Diamond Security Measures Standard SS312 or TS007:2012 3 star rated. Door sets designed to BS: PAS24:2022 should meet these requirements.
- 4.27 All letter boxes located within 0.5 metres of any latch or thumb turn lock are fitted with a device - security cowl, letter plate deflector, or letter cage - which prevents thieves from putting their hands or gadgets through the letterbox and trying the latches from the inside. New door sets meeting BS: PAS24-1:2022 are designed with acceptable letter box restriction. Further guidance is available in the 'Secured by Design' standard.
- 4.28 Ground floor and upper storey windows accessible from ground level or over a roof are of sound and secure construction (ideally to PAS 24:2022). All non-double glazed windows in these locations require a lock. Where key operated locks are fitted members should ensure that tenants are provided with keys. It is recommended that all such windows (which are not fire escape routes) be fitted with window restrictors constructed from plastic metal or straps to help against opportunist theft. Where sash windows are fitted there should be a secondary catch which restricts opening to between 10 cm – 15cm.
- 4.29 Security grilles are not necessary if good quality doors and windows are fitted and their use is strongly discouraged. Any security grilles fitted to exit doors must allow escape from the building without the use of a key. Security grilles on ground floor windows should only be fitted internally and, where they form part of the protected route of escape from fire, must be easily removable.
- 4.30 It is recommended that a notice board is fixed solidly to a wall within a communal area of the property for the display of relevant information.
- 4.31 Where an intruder alarm system is installed then it shall meet the requirements of BS EN 50131 (wired and wire free systems). All installations shall be in accordance with the current electrical regulations. Equipment which has proved to be unreliable or ineffective should be replaced. It is recommended that burglar alarms are fitted by NSI or SSAIB approved contractors;
- 4.32 Contractors and tenants should be supplied with the code numbers of alarms.
- 4.33 Door bells, where fitted, should be maintained regularly to ensure that they remain operational.
- 4.34 Hedges around external doors and windows are best kept trimmed low (usually no higher than 1m) wherever practical to avoid providing screening for burglars.
- 4.35 Where CCTV cameras or video doorbells are fitted, they can only be located in the communal entrances/hallways of properties and on the exterior of buildings and not within dwellings. Any use of CCTV cameras must comply with relevant data protection legislation and give due regard to tenant privacy and entitlement to freedom from

Hygiene

Pest Control

Communal Areas

Staircases

Lighting and Ventilation

unnecessary intrusion.

- 4.36 It is recommended that exterior dusk until dawn security lights are fitted to ground floor rear entrances where a garden or yard is present.
- 4.37 All properties will be provided with an efficient and serviceable vacuum cleaner at the commencement of the tenancy.
- 4.38 All floor coverings in kitchens, bathrooms and WCs are impervious and capable of being cleaned with suitable domestic disinfectant products.
- 4.39 All properties will be provided with refuse disposal facilities sufficient for the number of occupants as defined by the appropriate Local Authority's Waste Department. ;
- 4.40 Landlords must take all reasonable measures to ensure that properties are let and remain vermin free throughout tenancies. Where vermin issues arise, the landlord must take reasonable steps to provide appropriate vermin control using professional pest control services where necessary. Premises and tenants should be managed to prevent any accumulations of waste that might form sustenance and harbourage for vermin.
- 4.41 Tenants are made aware of who is responsible for the cleaning of communal areas, including common staircases and landings outside of the dwelling, and that these are kept free from rubbish and any obstruction.
- 4.42 A handrail should be fitted on all staircases, internal and external, which consist of three or more steps.
- 4.43 All properties are provided with adequate lighting, particularly the communal areas, especially on internal staircases. Properties must also be sufficiently well ventilated

THE ENVIRONMENT AND SUSTAINABILITY

Energy Performance Certificates (EPCs) Electrical Appliances

Low Energy Lighting

Heating

Thermostatic Radiator Valves

Energy Efficiency

Members will ensure that:

- 5.00 Tenants are provided with a copy of a current Energy Performance Certificate for the property, with a minimum rating of EPC band 'E', as per Minimum Energy Efficiency Standards (MEES)¹⁵.
- 5.01 When renewing electrical appliances, particularly white goods, only high energy efficient appliances (grade A and B) should be chosen as replacements. NB: Any new appliances from a reputable supplier will usually be grade A or B. Unwanted electrical appliances should be disposed of in an appropriate way using a licensed waste contractor. Guidance on this is available at www.gov.uk/find-registered-waste-carrier.
- 5.02 Wherever possible, low energy bulbs are either provided in properties or tenants are encouraged to supply their own low energy light bulbs in compatible fittings.
- 5.03 Central heating (or electrical heating) is provided. The central heating system should be adequate, controllable and programmable by tenants.
- 5.04 Thermostatic radiator valves (TRVs) should be fitted on all radiators (except one).
- 5.05 Any electrical panel heater in a building designed to comply with Part L of the Building Regulations 2002/16 as a minimum, is fitted with an on/off switch and 24 hour timer or a timed booster in a system that allows a pre-set period of use will be satisfactory.
- 5.06 No form of bottled gas or paraffin heaters will be provided as a heating source.
- 5.07 All properties are provided with energy efficiency measures to include hot water tank and pipe lagging and adequate insulation to roof void areas.
- 5.08 Energy efficiency improvements are incorporated, where practical, into refurbishment schemes and such schemes should comply with current Building Regulations where applicable. The local authority will be able to provide advice on how these might be achieved.
- 5.09 Tenants are given advice, upon request, on how best to heat their accommodation and use hot water in an energy efficient way using the facilities provided.

COMMUNITY RELATIONS

Members will ensure that:

- 6.00 Members will encourage tenant-like and neighbourly behaviour from tenants. In the event of any anti-social behaviour (defined as "behaviour likely to cause alarm, harassment, inconvenience or distress to members of the public not of the same

Anti-Social Behaviour

Gardens and Yards

household as the perpetrator") by tenants and/or visitors, landlords will use reasonable endeavours to intervene, with a view to ending that behaviour and ensure that the occupants are treating the property and its environs in a tenant-like manner. It is accepted that not all intervention will be successful and, in this case, assistance will be requested from a number of statutory and non-statutory agencies who may be able to intervene. Unipol will provide on its website information on the services and agencies available to members, including help from the educational establishments and Unipol in dealing with problem tenants.

- 6.01 01 In respect of matters that can be regarded as anti-social behaviour and/or environmental matters neighbouring residents and representative organisations shall have access to and be eligible to use the complaints procedure. A neighbour shall be defined as a resident living within 400 metres of the property.
- 6.02 All boundary walls and fences under the control of the owner/agent will be maintained stable and in good repair.
- 6.03 Where a garden exists, the path to and from the external door(s) to the house will be kept in good repair and free from obstruction. Plants and shrubs shall not be allowed to obstruct the pavements or other public areas surrounding the property
- 6.04 Areas within the boundary of the property but outside the dwelling are kept in good order and free of waste, litter and graffiti, so far as is reasonably practicable. Tenancy agreements should require that tenants keep external areas free of litter and refuse, and members should enforce that obligation. Any rubbish or unwanted items should not be kept in any yard or garden for longer than 28 working days and should be disposed of responsibly.
- 6.05 Where a front garden already exists, it is not converted, in accordance with Local Authority recommendations and planning policies, into a hard standing area and, where possible where a garden already exists this shall be retained as a soft planted area (this includes low maintenance gravelling with planting).
- 6.06 Where possible, wheelie bins should be located at the rear of the property and tenants should be informed of the need to return them to that location as soon as possible after they have been emptied.
- 6.07 The landlord will co-operate fully with an annual garden check to be undertaken by Unipol and/or its agents as part of their obligations under this Code to ensure compliance with matters relating to the external environment of the property, its care, tidiness and adherence to security requirements. Landlords will receive at least two week's notification of when the survey is to be conducted and will rectify any aspects of non-compliance that is identified to them within 10 working days of such notification. Landlords should give tenants adequate notice of the garden survey taking place. .

AT THE END OF THE TENANCY

Deposits

Members will ensure that:

- 7.00 Deposits are protected in a statutory tenancy deposit protection scheme and all legal requirements should be met by the landlord, including providing the Prescribed Information (provided by the relevant deposit scheme operator) to the tenant within 30 days of receipt of the deposit.
- 7.01 All tenants are issued with clear written guidelines regarding matters that require their attention before vacating, including cleaning, payment of bills and return of keys.
- 7.02 Where a deposit is protected by a tenancy deposit protection scheme, the deposit (or balance on the deposit) is returned to the former tenant in accordance with the requirements of that scheme. If there is likely to be any delay in notifying a tenant of proposed deposit deductions, the tenant is informed in writing of:
 - (a) the reasons for the delay (e.g. the landlord needs quotations for work)
 - (b) how long the landlord estimates it will take to notify the tenant of proposed deductions
 - (c) how long the landlord estimates it will be before any undisputed part of the deposit is returned.Where disputes between members and tenants occur, reasonableness and promptness in dealing with the issues by both parties is the key to the amicable and effective resolution of problems. Members therefore undertake to:
- 7.03 All tenants are issued with clear written guidelines regarding matters that require their attention before vacating, including cleaning, payment of bills and return of keys.
- 7.04 Make written response to correspondence from tenants or their chosen representative

within two weeks.

- 7.05 Ensure that all settlements and agreements reached are honoured within three weeks of being agreed.
- 7.06 Maintain courteous professional relations with tenants during any dispute.
- 7.07 If the member engages in lettings agency work and is required by The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 201417 the member should belong to such a scheme.

COMPLAINTS

Members will ensure that:

- 8.00 Within three weeks of receipt of any written complaint from a tenant, former tenant (up to one year previously), a local resident or their representative, they will rectify any breach of the Unipol Code or, where such an allegation is contested, will enter into relevant correspondence with any tenant/s or their representative, addressing the matters raised.
- 8.01 Where such a breach is contested, or where rectification is not made, then the member shall recognise the authority of the Code Tribunal. The Tribunal will determine whether the Unipol Code has been breached and make recommendation/s in accordance with its views.
- 8.02 In the event that such recommendations are not followed then the member will be deemed in breach of the Unipol Code and this fact will be made public to prospective tenants.
- 8.03 The Tribunal will have the authority to exclude any member from the Unipol Code for a period as determined.

NOTES FOR TENANTS

Management of Disputes

The principal aim of the Unipol Code complaints procedure is to resolve complaints efficiently. Before commencing the procedure, it is recommended that tenants attempt to resolve any problems by contacting their landlord or letting agent in the first instance.

A complaint can be submitted if all lines of negotiation have been exhausted. This judgment will be in the first instance made by the Code Complaints Investigator, who is charged with operating the system. In the event of a dispute, this will be a matter for a ruling by the Chair of the Tribunal. If you are a parent or relative of a tenant you must attach written authority from the tenant concerned stating that you are authorised to make a complaint on their behalf.

Further information on the Unipol complaints procedure and how to make to a complaint can be found via the following link: <https://www.unipol.org.uk/the-code/how-to-complain>.

HOUSING HEALTH AND SAFETY RATING SYSTEM

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

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

HHSRS assesses twenty-nine categories of housing hazard – Damp & mould growth; Excess cold; Excess heat; Asbestos (and MMF); Biocides; Carbon Monoxide and fuel combustion products; Lead; Radiation; Uncombusted fuel gas; Volatile Organic Compounds; Crowding and space; Entry by intruders; Lighting; Noise; Domestic hygiene, Sanitation and Drainage; Water supply; Falls associated with baths etc; Falling on level surfaces etc; Falling on stairs etc; Falls between levels; Electrical hazards; Fire; Flames, hot surfaces etc; Collision and entrapment; Explosions; Position and operability of amenities etc; Structural collapse and falling elements. Technical assessment is a two-stage process, addressing first the likelihood of an occurrence and then the range of probable harm outcomes. These two factors are combined using a standard method to give a score in respect of each hazard. HHSRS does not provide a single score for the dwelling as a whole or, in the case of multiply occupied dwellings, for the building as a whole.

The scores from different hazards cannot be meaningfully aggregated. There is no strong evidential basis for aggregating hazard scores, and to attempt to do this would make far more

difficult the assessment of likelihood and spread of harm of hazards. However, the presence of a number of individual category 2 hazards may be a factor in an authority's decision to take action.

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

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

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

APPENDIX 1 - UNIPOL (Nottingham) CODE FIRE SAFETY GUIDANCE MATRIX

	LD2 Gr D1	LD1 Gr D1	LD1 Gr A	LD2 Gr D1 Mixed system*	LD2 Gr A Mixed system*	FD30 Escape route	FD30 Living Room	SC to risk rooms (inc. living room)	FD30S Kitchen + SC	FD30S Entrance door + SC	Fire sep GF & Basemnt	Em. lighting along route of escape	Lobby to rm. Entry doors	Second escape route top 2 floors	Fire sep. across stairs
Single Household and/or Two Unrelated Persons															
Up to 4 storey	X								X		X				
Shared HMO															
Up to 2 storey	X								X		X				
3- 4 storey and up to 4 tenants	X					A	X	X	X		X				
3-4 storey and 5 or more tenants		X				X	X	X	X		X				
5 storey			X			X	X	X	X		X	X	X	X	X
6 storey			X			X	X	X	X		X	X	X	X	X
Bedsit-type HMO															
2 storey				X					X	X	X				
3 & 4 storey				X					X	X	X				
5 storey				X					X	X	X	X	X	X	X
6 storey				X					X	X	X	X	X	X	X
Buildings in flats															
2 storey				X					X	X	X				
3 & 4 storey				X					X	X	X				
5 & 6 storey				X					X	X	X	X			X

Appendix 1 – UNIPOL (Nottingham) CODE FIRE SAFETY GUIDANCE MATRIX (continued)

Advice on the use of the fire safety matrix

The guidance provided in the matrix is applicable to properties of normal fire risk. The advice is not applicable to properties with characteristics that may give rise to abnormally high fire risk as a result of, for example:

- Exceptionally high number of occupiers for a particular property type;
- Long complex travel distance to evacuate the building;
- The presence of final exit and bedroom doors requiring the use of a key for opening;
- Unsafe layout e.g. kitchen immediately adjacent to an escape door;
- Rooms where the means of escape is through another high fire risk room, e.g. through a kitchen, living room, or bedroom
- Exceptionally large rooms;
- The presence of key operated security grilles fixed to escape windows and/or external doors;
- Disrepair, defects, deficiencies and obsolescence;
- Critical elements of structure with inadequate fire resisting qualities.

Emergency lighting

In properties of five or more storeys, emergency lighting must be installed. In properties of four storeys or less, emergency will need to be installed if the escape route is long and complex or there is no effective borrowed lighting.

Mixed grade systems *

Mixed grade AFD systems combine two AFD systems and are usually recommended in bedsit HMOs (with cooking facilities within the bedsits) and in blocks of self-contained flats. Escape routes and common parts are protected by an interlinked AFD system and the individual units have a separate stand-alone system to alert a sleeping occupant of fire in their own unit of accommodation. This has the benefit of reducing nuisance/false alarms throughout the whole property caused by activities such as cooking within any one unit. The level of system required is dependent on the risk the premises presents.

Fire Doors (A)

Ideally, bedrooms in 3-4 storey properties with up to 4 tenants should be fitted with FD30 fire doors, but existing doors which are self-closing, solid, close-fitting and capable of providing 20 minutes fire separation may be accepted. Hollow core doors are unlikely to be acceptable.

GLOSSARY

AFD – automatic fire detection; LD2 – detection along the route of escape, in the cellar and in living rooms and kitchens; LD1 – detection along the route of escape, in the cellar, in living rooms, kitchens and all bedrooms; Grade D1 – system of mains-powered and interlinked smoke/heat detectors, with a sealed-in standby supply (consisting of a battery or batteries); Grade D2 – system of one or more mains-powered smoke/heat detectors, each with an integral standby supply (consisting of a user replaceable battery or batteries); Grade A – system of mains-powered and interlinked smoke/heat detectors which are linked to a control panel (usually located in the ground floor hallway); Mixed system – a combination of two or more AFD systems.; FD30 – 30 minute fire door with intumescent strips only; FD30S – 30 minute fire door with intumescent strips and cold smoke seals; EW – escape window; HD – heat detector; SC – overhead hydraulic self-closing device (for fire doors); Fire sep – fire separation; GF – ground floor; Em. lighting – emergency lighting (normally risk assessable).

Appendix 2 - References

1. **Nottingham City Council Controls on 'To Let' Boards** – Nottingham City Council have defined nine areas of the city where To Let boards cannot be displayed on residential properties without consent, unless they follow strict criteria.: <https://www.nottinghamcity.gov.uk/lettingboards>.
2. **Part 2 of the Consumer Rights Act 2015** - <https://www.legislation.gov.uk/ukpga/2015/15/part/2/enacted>
3. **How To Rent Checklist** – Landlords/agents must provide tenants with a copy of the latest How to Rent Checklist at the commencement of the tenancy. The checklist provides information on tenants' rights and responsibilities: <https://www.gov.uk/government/publications/how-to-rent-responsibilities>
4. **Tenant Fees Act 2019** – The Tenant Fees Act bans most letting fees and caps tenancy deposits paid by tenants in the private rented sector in England. The ban on tenant fees applies to new or renewed tenancy agreements signed on or after 1 June 2019. Full guidance: <https://www.gov.uk/government/collections/tenant-fees-act>
5. **Data Protection Act 2018** - <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>
6. **Landlord and Tenant Act 1985** - The Landlord and Tenant Act 1985 sets out the rights and responsibilities of both landlord and tenant. Section 11 of the Act sets out who is responsible for repairing a property whilst it is being rented. The Landlord and Tenant Act 1985 refers to all short leases for residential property and tenancies agreed for a period of less than seven years i.e. Assured Shorthold Tenancies. Full guidance: <https://www.legislation.gov.uk/ukpga/1985/70>
7. **Homes (Fitness for Human Habitation) Act 2018** – “The Act” came into force on 20 March 2019. It is designed to ensure that all rented accommodation is fit for human habitation and to strengthen tenants' means of redress against the minority of landlords who do not fulfil their legal obligations to keep their properties safe. Full guidance: [legislation.gov.uk/ukpga/2018/34/enacted](https://www.legislation.gov.uk/ukpga/2018/34/enacted)
8. **Furniture and Furnishings (Fire) (Safety) Regulations 1988** - The UK Furniture and Furnishings (Fire) (Safety) Regulations 1988 set fire resistance requirements for cover materials and fillings used to make domestic upholstered furniture. Full guidance: <https://www.legislation.gov.uk/uksi/1988/1324/contents/made>
9. **Housing Health and Safety Rating System (HHSRS)** - The housing health and safety rating system (HHSRS) is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. It was introduced under the Housing Act 2004 and applies to residential properties in England and Wales. Guidance can be found online via the following link: <https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals>
10. **Gas Safety (Installation and Use) Regulations** - <https://www.legislation.gov.uk/uksi/1998/2451/contents/made>
11. **The Smoke and Carbon Monoxide Alarm (England) Regulations 2015** – These regulations require private rented sector landlords to have at least one smoke alarm installed on every storey of their rental property (which is used as living accommodation), and a carbon monoxide alarm in any room used as living accommodation where solid fuel is used - after that, the landlord must make sure the alarms are in working order at the start of each new tenancy. Full guidance: <https://www.gov.uk/government/publications/smoke-and-carbon-monoxide-alarms-explanatory-booklet-for-landlords/the-smoke-and-carbon-monoxide-alarm-england-regulations-2015-qa-booklet-for-the-private-rented-sector-landlords-and-tenants>
12. **The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020** – Require that landlords have property electrics checked at least every 5 years by a properly qualified person. The electrics must meet standards and landlords must give their tenants proof of this. Guides on the

Appendix 2 - References

regulations for landlords, tenants and local authorities are available here: <https://www.gov.uk/government/publications/electrical-safety-standards-in-the-private-rented-sector-guidance-for-landlords-tenants-and-local-authorities>.

13. **Regulatory Reform (Fire Safety) Order 2005** – The FSO introduced duties on the responsible person, (ie. the person in control of premises) in relation to fire safety in the common parts of HMOs, flats, maisonettes, bedsits and sheltered accommodation where no personal care is provided. The duty is to carry out a fire risk assessment and to take specific action to minimise the risk of fire in common parts. Full guidance: <https://www.legislation.gov.uk/uksi/2005/1541/contents/made>

14. **Secured by Design guide** – The Secured by Design (SBD) guide incorporates the latest security standards, developed to address emerging criminal methods of attack, and includes references to the Building Regulations and other statutory requirements across the United Kingdom: https://www.securedbydesign.com/images/HOMES_GUIDE_2023_web.pdf#page=36&zoom=100,0,0

15. **Minimum Energy Efficiency Standards (MEES)** – The Domestic Minimum Energy Efficiency Standard (MEES) Regulations set a minimum energy efficiency level for domestic private rented properties. Full guidance: <https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance>

16. **(Part L) Building Regulations 2002** - <https://www.gov.uk/government/publications/conservation-of-fuel-and-power-approved-document-l>

17. **The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014** – Since From 1 October 2014 it has been a legal requirement for lettings agents and property managers in England to join a government approved redress scheme. Further info: <https://www.legislation.gov.uk/uksi/2014/2359/contents/made>

18. **Housing and Planning Act 2016** - <https://www.legislation.gov.uk/ukpga/2016/22/contents/enacted>

19. **The Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2019** - <https://www.legislation.gov.uk/uksi/2019/386/regulation/2>

20. **Unipol Code Tribunal** - The Tribunal is an independent body that considers Code complaints where the parties have not been able to reach agreement about a dispute. Details of how the Tribunal operates can be found via the following link: <https://www.unipol.org.uk/the-code/how-to-complain/the-tribunal>

21. **Housing Act 2004** – The full version of the Housing Act 2004 is available via the following link: <https://www.legislation.gov.uk/ukpga/2004/34/contents>

Unipol Code for Shared Student Housing in the Private Rented Sector in Nottingham

DECLARATION FOR 2023 - 2026

I/We (name): _____

Home Address: _____

Phone number: _____ Email _____

Trading as: _____

Acknowledge and agree that:

I/we wish to join Unipol Code for Shared Student Housing in the Private Rented Sector ("the Code") from the date of this declaration until 31st August 2026, and that we agree to meet all the terms and conditions of the Code and abide by the regulatory mechanisms and complaints procedure as stated in the Code. I/we agree to provide Unipol with an accurate declaration of all the properties in Nottingham which I/we own/manage and either rent to students or intend to rent to students at the time of this declaration.

I/we further declare that my conduct will be in line with that outlined in the Code.

I/ we confirm that I/ we have read the Unipol Code 2023-2026.

I/ we confirm that my properties meet the standards of the Unipol Code.

I/ we confirm that I/ we will abide by the management standards of the Code. In consideration for being permitted to join the Code, I/we agree and undertake to pay the current and any future Code fees, including any additional fees as follows:

a) In the case of Inspections, if issues are identified, a timetable for any works of procedures is agreed and then, dependent on the nature of the findings, a re-inspection may be required. During this short re-inspection, the Codes Administrator will check that the required work has been completed to the expected standard. If it is clear from the re-inspection visit that not all of the works have been completed, then a second re-inspection is required and a fee of £75 will be charged to the landlord/agent for that and each subsequent inspection needed.

b) Unipol will always give five working days' notice of a visit. If the visit is changed less than 2 working days before the visit then a fee of £50 will be charged. The same fee will be charged if the inspector is unable to enter the property at the appointed time. Inspectors are instructed to wait at the property for 15 minutes after the appointed time, after which the appointment is considered broken and the £50 fee will apply. These fees will be invoiced and must be

paid within 30 days.

All of the above fees and payments are correct as at the date of this declaration but may be amended by the members of the Code during the time period when I/we are a member of the Code.

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

I/we accept that it is an important part of the Code to inform tenants of our membership and agree to place information about the Code on any website relating to our accommodation.

I/we acknowledge and agree that upon any failure to make payments or otherwise comply with the provisions of the Code then our membership may be terminated.

I/we understand that information about my Code status is in the public domain and will be accessible to all those using Unipol's web system and will remain accessible for up to three years regardless of my future membership of the Code.

I/we accept that Unipol and its affiliated business partners including Nottingham City Council may use my personal information for the purpose of administering the Code, checking the suitability of landlords for accreditation including any criminal convictions, providing services, administration, and training and may disclose information to its service providers and agents for these purposes. If my personal details or the properties I/we own/manage changes I/we agree to inform Unipol.

I/we agree to inform Unipol of any change of ownership/management of any property (as listed on the attached schedule) and, if the landlord/owner is a Company the Company Secretary will inform Unipol if the Company is sold to another or where a majority of shareholdings changes hands. Changes of ownership or control will be notified to Unipol within 5 working days of this taking place.

Signed: _____ Dated: _____

The Nottingham Standard for Landlord Accreditation

When you sign to be a member of the Unipol Code you normally become a member of the Nottingham Rental Standard for Landlord Accreditation at no additional cost. The conditions required by the Unipol Code cover the requirements of the Nottingham Rental Standard.

I/we understand that when I/we become a member of the Unipol Code for Shared Student Housing I consent/do not consent (delete as appropriate, non-deletion to count as consent) to join the Nottingham Rental Standard.

Signed: _____ Dated: _____