



**University of Brighton**  
**ACCOMMODATION SERVICE**



# RESIDENT LANDLORD GUIDE

for renting a room in your home



**2017**







# WELCOME

**Our mission is to deliver good quality affordable accommodation to our students and lead by example in the private sector.**

Welcome to the University of Brighton's guide for resident landlords.

The University of Brighton has three accommodation offices located on the Moulsecomb campus in Brighton, at Trevin Towers in Eastbourne and Priory Square in Hastings.

Each office provides help and support to students looking for accommodation in the private sector with the aim of ensuring all students are provided with good quality homes.

The university offers landlords the opportunity to advertise their property via an online database called **studenthomes**.

Students benefit from a greater choice of property whilst landlords enjoy coverage to over 20,000 students.

Contact details for all offices can be found on page 13.

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# why choose us?

**Advertise for free,  
directly to over  
20,000 students**

**Professional  
accommodation  
service with  
experienced staff**

**We understand  
the needs of  
students and  
landlords**

**We manage a  
portfolio of head-  
lease properties  
with over 200  
rooms for  
students**

**Dedicated  
community liaison  
team**

The University of Brighton has over 20,000 students in Brighton & Hove, Eastbourne and Hastings - many of whom live in the private sector.

**studenthomes** is our online database of properties which students use to find their accommodation.

Advertising on studenthomes is free. You can advertise your property if it meets our Code of Standards which can be found on page 8.

Our accommodation service provides help and advice to students who are looking for somewhere to live and to landlords who wish to let to students. We have years of experience in student accommodation - from our halls of residence, to managing our own head-lease scheme and helping our students find a place to live in the private sector.

The University of Brighton has a dedicated Community Liaison Team. The Community Liaison Officers seek to liaise with individuals, community groups, residents associations and other appropriate external agencies with a view to promoting and maintaining positive relationships between students and non-student residents. As part of our service, the community liaison team will help resolve issues involving University of Brighton students within the community.

To get in touch with the team, please contact your local accommodation office.

This booklet gives guidance on how to register your property with the university. It also contains information on preferred types of property and landlord and tenant responsibilities.



**Questions?**  
Our contact details are on page 13 and we are happy to discuss any questions you may have.

## HOMESTAY SCHEME

**Have you heard about our Homestay scheme?**

If you would like to let rooms through the University, and you live close to our Brighton campus, we may be able to match you with students and process your payments. Call the Brighton office to find out more.



# studenthomes



**Your property can be seen by over 20,000 students.**

**The service is free - there is no charge to register or advertise.**

**We actively market and encourage students to use the website.**

**Over the summer, the site receives around 10,000 hits a month.**

**We can manage and upload data and photographs for your property.**



**The web address for studenthomes is**

**<http://studenthomes.brighton.ac.uk>**

## WHAT IS STUDENTHOMES?

**studenthomes** is our online database advertising different kinds of accommodation available to students studying at the University of Brighton. Students looking for a place to live in the private sector can search for and locate properties on the database.

The link to studenthomes is <http://studenthomes.brighton.ac.uk>

To advertise your property you will need to register with us. This will enable current and prospective students to see your property details from wherever they are based. The site is protected so only those authorised

by the university are able to see property details.

## REGISTERING

To register for the first time or log into an existing account, simply go to the landlord section of studenthomes. You will be asked to provide your contact details and information about the property you are advertising. You can also upload valid safety certificates and photographs if these are not already present.

Once your account is set up you can revise the property information and update the advert when required by logging into your account.

Before your property can be listed on the database you must provide:

- Landlord's Gas Safety Record (see page 6)
- Photographs in digital form

We do accept hard copies of the registration form and supporting documents, but this may take longer to post onto the site than via the online process.

If you prefer to complete a hard copy of the form it can be downloaded for printing from the landlord section of studenthomes and posted back to us with the supporting documentation.

Alternatively, please contact your local accommodation office so we can post one to you.

Once we have received your completed registration form with all the required documentation and are satisfied that your property complies with the Code of Standards (see page 8) we will advertise your property on the site.

We find that landlords who provide a range of photos receive a better response to their advertisements.

Please note that it is your responsibility to make sure that registrations submitted for listing are complete. We are unable to approve the registration of a property if documents are missing.

We inspect studenthome properties on a random basis to ensure compliance with the Code of Standards. However if we receive a complaint about a particular property we will need to investigate the issues raised and may wish to inspect the property.

We do not advertise the street number of your property so students will only be able to view properties by making an appointment directly with you.

# letting a room

## WHAT TYPE OF PROPERTY

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Location is important as the majority of students will need access to public transport, either on main bus routes or close to a railway station.

Accommodation with shared communal facilities is useful for first year students and international students who appreciate the security and flexibility this arrangement can provide. Only single occupancy rooms will be considered.

As we also have a number of students on exchange programmes we are always interested to hear from landlords who are willing to let on a short-stay basis.

## WHO CAN ADVERTISE?

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You may be a homeowner or a tenant, but it will depend on the terms of your tenancy agreement, lease, mortgage agreement or other statutory obligations.

You will be responsible for obtaining any statutory consents, such as planning permission or a licence for a house in multiple occupation, where these are required to allow you to rent out a room in your home. You will also be responsible for obtaining any other necessary consents, such as consent from your mortgage lender or your landlord. If you do not obtain all necessary consents the tenancy may not be valid.

## AGREEMENTS AND PAYMENT

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The type of agreement applicable to this arrangement is known as an excluded tenancy or licence to occupy. As a landlord, you are agreeing to let someone live in your own home and so you should select your tenant carefully and make sure that both of you have a clear understanding of the rules and courtesies that each expects.

We recommend that all agreements are in writing to avoid confusion between both parties. The Unfair Terms in Consumer Contracts Regulations 1999 requires landlords to ensure that their agreements are in clear language and do not contain any 'unfair terms' such as clauses that impose unfair restrictions, penalties or obligations on the tenant.

It is normal to give at least one month's notice if your tenant pays rent monthly. If the relationship with your tenant is good, you will want to give them as much time as possible to find another home. Even if it is not, you must not use force to evict your tenant. Similarly if the tenant wishes to move on, the appropriate period of notice should be accepted.

## RENT LEVELS

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We have removed any specific rent guidelines to provide greater choice and flexibility to landlords and students. It is the landlord's responsibility to ensure that the rent is fair and reflects the quality, location, amenities and decoration of the property.

**Rents quoted must be fully inclusive of all utilities and internet provision.**

## DEPOSITS AND INVENTORIES

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We suggest that all landlords take a deposit as a safeguard against damage. It is usual to charge the equivalent of one month's rent where rent is paid monthly or the equivalent of one week's rent where rent is paid weekly. You should never deduct from the deposit to cover 'fair wear and tear'. The tenancy agreement should also outline what the deposit may be used for.

We will investigate any complaints made by students stating that their deposit has been unfairly withheld. If a registered landlord is found to be unfairly withholding deposits, they will be removed from the register.

If you take a deposit you may wish to provide an inventory or take photographs of the condition of the room to avoid disagreements at the end of the tenancy.



## RIGHT TO RENT

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From 1 February 2016, private landlords in England must not let residential property to people who do not have the right to rent. A right to rent 'check' must be carried out on all potential tenants and lodgers over the age of 18 regardless of their nationality and immigration status.

For more information, please go to [www.gov.uk/check-tenant-right-to-rent-documents](http://www.gov.uk/check-tenant-right-to-rent-documents) or email your local accommodation office and we will send you some guidance.

## TAX AND INSURANCE

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### Council tax

Students studying full time (21 hours per week or more) for a full academic or full calendar year are not required to pay council tax.

- **Brighton**  
Brighton based students must obtain their exemption certificate online at [www.brighton-hove.gov.uk/counciltax](http://www.brighton-hove.gov.uk/counciltax)
- **Eastbourne**  
Eastbourne students can provide their student number to the local authority which is then checked against a shared database.
- **Hastings**  
Hastings based students must obtain an exemption letter from their school office at the university and send it or take it to the local authority.

### Income tax

Landlords letting rooms in their own homes are allowed to earn a certain amount of rent without paying tax.

Contact your local tax office for more details or visit [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

### Insurance

Landlords are advised to contact their insurance companies and/or mortgage provider before letting to students to ensure that they are covered for student occupants. Not doing so may render policies null and void. Students are advised to provide their own insurance for their personal belongings.



# what to provide

Students are looking for comfortable rooms which are well lit and adequately heated. Most students have their own personal computers and smartphones and will expect to link to a WiFi connection for internet use.

Whether or not you are providing meals for your students, you should allow them access to your kitchen to prepare refreshments and meals. It is wise to discuss times when students can use your bathroom to avoid inconvenience for both sides during the busy morning period.

You will need to decide whether or not students will have access to other communal areas of your house, such as the lounge and/or dining room. Adequate cooking facilities and food storage (including use of the refrigerator) should be provided in the kitchen. It is advisable to discuss when and how often the student is allowed to use the washing machine and other arrangements such as drying and ironing of laundry. We recommend one shelf is allocated to each student in the fridge and freezer and one cupboard reserved for each student's sole use. Toilet and bathroom facilities should be adequate for the number of family members and students forming the household.

A key to your property should be provided on the understanding that students have a shared responsibility to ensure that the property is secure. Students are asked to inform the householder if they expect to return late at night or stay out overnight.

You are reminded that rent must be fully inclusive of all utilities and internet provision.

## Study bedrooms

Beds should have a sturdy wooden or metal frame with fixed slats.

Good quality divan beds without stains or tears are also acceptable.

Beds must have a clean, stain free and firm mattress (replacements must be new). A cotton quilted mattress protector should also be supplied.

Wardrobe (not canvas or plastic)

Mirror (fixed to wall)

Chest of drawers with adequate storage

Desk or table (minimum size 750mm x 900mm) with desk lamp

Desk chair suitable for study use (upholstered)

Book case or wall shelving of an appropriate size

Noticeboard (fixed to wall)

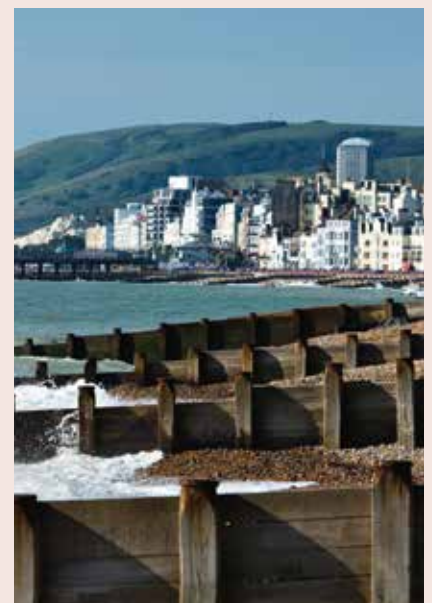
Rubbish bin

Lined curtains with the addition of nets in all bedrooms overlooked in any way (in some instances alternatives are suitable, e.g. blinds)

At least four electrical plug sockets positioned appropriately to minimise use of extension leads

## FURNITURE AND FURNISHING (FIRE SAFETY) REGULATIONS 1988

Landlords are responsible for ensuring that all upholstered furniture complies with this legislation. Items covered by these regulations include beds, headboards, mattresses and bases, sofa beds, futons, settees, armchairs, padded upright chairs, scatter cushions, seat pads and pillows, loose and stretch sofa covers. They must be in good condition and the fabric must not be torn or damaged.



# responsibilities

## LEGIONELLA

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Legionnaires' disease is a potentially fatal form of pneumonia caused by the inhalation of small droplets of contaminated water containing Legionella bacteria. If you are a landlord and rent out your property (or even a room within your own home) then you have legal responsibilities to ensure that your tenants remain safe and protected from exposure to legionella.

To find out more about your responsibilities under the law, please visit the Health & Safety Executive (HSE) website for further information: [www.hse.gov.uk/legionnaires/legionella-landlords-responsibilities.htm](http://www.hse.gov.uk/legionnaires/legionella-landlords-responsibilities.htm)

## DOORS, LOCKS AND KEYS

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Landlords should check their insurance policy for security requirements. All locks should be to British Standard and external doors must be of a solid core timber or metal framed UPVC construction, or specialist laminated security doors in which all glazing is either wired or toughened laminated glass. The door frames should be strong and well secured.

Any door providing a means of escape, and which is required to be kept locked, must be fitted with a type of lock capable of being opened, easily and quickly from within, without the use of a key. Bedroom doors with locks require an internal thumb release lock.

## GAS SAFETY

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### Landlord's Gas Safety Record

By law, landlords are responsible for making sure gas appliances are maintained and checked for safety every 12 months. You are required to provide a valid Landlord's Gas Safety Record as proof. This annual service must be carried out by a registered Gas Safe engineer. More information found here:

- [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)
- [www.hse.gov.uk/gas/domestic](http://www.hse.gov.uk/gas/domestic)
- HSE Gas Safety Advice Line  
0800 300363 or 0845 345 0055

Please scan and upload a copy of your certificate to studenthomes. If you are providing a hard copy it must be the original or a clearly legible copy. It is a criminal offence to falsify a gas safety record.

### Carbon monoxide detectors

Carbon monoxide detectors are required in each room where there is a gas appliance. It is the responsibility of the landlord to make sure that carbon monoxide detectors are properly located and where possible fixed and that they meet current European and British safety standard BS EN 50291. They should be tested at appropriate intervals, and replaced if they become defective.

The most recent gas certificate stationery now includes an additional field about CO alarms. It is not mandatory for Gas Safe engineers to check CO alarms at present however the university considers it is essential for this field to be completed which should ensure that the alarm is in date, functioning and in the correct location.



## TENANT RESPONSIBILITIES

The university makes every effort to inform student tenants of their responsibilities under a tenancy agreement by providing information leaflets and advice on the main university websites at [www.brighton.ac.uk/accommodation](http://www.brighton.ac.uk/accommodation) and <http://studenthomes.brighton.ac.uk>

A tenant has a number of responsibilities as part of a tenancy agreement, these include:

- paying rent on time
- not causing a nuisance to neighbours or other occupants
- using the property in a proper manner and avoiding damaging it
- taking steps to prevent major damage, e.g. turning off water if pipes have burst
- securing the property when it is empty
- informing the landlord if any repairs are needed

The university will provide references for those students who have been resident in halls of residence or in private sector properties managed by the university.



# code of standards

The university has adopted a Code of Standards for private sector accommodation. The purpose of the code is to facilitate transparency and define how the landlord and tenant do business with one another.

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

Compliance with the code will ensure that:

- both landlords and tenants enjoy the benefit of good standards of housing management and practice
- misunderstandings and disputes are reduced
- where problems occur they are promptly resolved

Compliance with the code is mandatory for all properties advertised on studenthomes. The code is also actively promoted amongst students searching for housing.

Information showing that a landlord is not complying with the Code of Standards is in the public domain and will remain so for three years.



## THE CODE OF STANDARDS

- 1 Equal opportunities and data protection
- 2 Marketing prior to letting
- 3 During the tenancy
- 4 Repairs and maintenance
- 5 Furnishings and facilities
- 6 Health and safety
- 7 Fire detection and alarm systems
- 8 Security measures
- 9 Hygiene and the environment
- 10 Deposits
- 11 Other conditions
- 12 Complaints

## 1 Equal opportunities and data protection

- 1.1 In the provision and letting of housing or associated goods and services for their properties owners must support the university's equal opportunities policy. The university is committed to providing a fair environment that embodies and promotes equality of opportunity and values the diversity of all members of our community. To reflect this, owners must ensure that there is no discrimination in the provision and letting of accommodation and that all tenants are treated respectfully and fairly. Discrimination on grounds of disability, gender, sexual identity, marital status, family or caring responsibilities, race, colour, ethnic origin, sexual orientation, age, gender identity, national origin, nationality, trade union membership and activity, political or religious beliefs, work or study pattern or contractual status may be unlawful as well as representing a breach of university policy. Failure to respect the university's commitment to equal opportunities is a breach of this code and may result in landlords being removed from the accommodation register.

- 1.2 **Data protection**  
Personal data, i.e. any information from which a living person can be identified, is covered by the Data Protection Act 1998 whether it is stored manually or on computer. All personal information provided will be treated strictly in terms of the Act. This means that confidentiality will be respected, and that all appropriate security measures will be taken to prevent unauthorised disclosure. The data which we require is necessary for the proper administration of our relationship.

We will not share information with other parties unless required to by law or unless authorised by the individual themselves.

**2. Marketing prior to letting**

Landlords will ensure that:

- 2.1 All property details are reported accurately without misrepresentation to prospective tenants.
- 2.2 Business is pursued by the landlord in a professional, courteous and diligent manner at all times.
- 2.3 Written receipts are issued to a tenant where requested, for all monies demanded. Where transactions are undertaken in cash, a written receipt will be provided.
- 2.4 A copy of the valid Landlord's Gas Safety Record will be made available to the prospective tenant for inspection if requested.

**3. During the tenancy**

Landlords will ensure that:

- 3.1 Tenant privacy and entitlement to freedom from unnecessary intrusion is respected. The landlord will not enter the tenant's room without permission except in an emergency.

**4. Repairs and maintenance**

Landlords will ensure that:

- 4.1 Repairs are carried out punctually and effectively with consideration for the tenant's privacy.



## **5. Furnishings and facilities**

Landlords will ensure that:

- 5.1 All study bedrooms contain a bed, adequate clothes storage space, a desk, a chair, a bookshelf, and curtains or blinds which are properly hung.
- 5.2 All furnishings and furniture are clean and in good condition at the commencement of the tenancy and comply as appropriate with the Furniture and Furnishings (Fire) (Safety) Regulations 1988.
- 5.3 All study bedrooms have a minimum of two double electric sockets or equivalent appropriately positioned to avoid trailing cables.
- 5.4 Kitchens are equipped with an appropriate number of electrical sockets, worktops, and cupboards, and have satisfactory refuse disposal facilities; sinks, draining boards, cookers and refrigerator/ freezers.
- 5.5 The tenant receives instruction on the first day of occupancy on how to operate any domestic appliance they have access to.

- 5.6 The tenant has a clear understanding of the permitted use of kitchen facilities for the storage, preparation and cooking of food.
- 5.7 An adequate number of suitably located WCs, baths and/or showers and wash hand basins are provided with constant hot and cold water supplies.
- 5.8 The tenant receives instruction on the first day of occupancy on how to operate any heating appliance or central heating system they have access to.
- 5.9 The tenant has a clear understanding of the permitted use of the control of heating that affects other parts of the property.

## **6. Health and safety**

Landlords will ensure that:

- 6.1 The property is maintained as a reasonably practicable living environment for students, free of avoidable or unnecessary hazards.
- 6.2 All gas appliances and carbon monoxide (CO) detectors are checked and serviced annually by a Gas Safe Registered engineer.
- 6.3 All electrical appliances provided by the landlord should function in accordance with manufacturers' operational limits and be capable of being operated in a safe manner.

## 7. Fire detection and alarm systems

Landlords will ensure that:

- 7.1 Functioning smoke alarms are in place (one per storey). If battery operated, the battery should be checked regularly.
- 7.2 Kitchens are fitted with a fire blanket situated a safe distance away from the cooker so as to be safely removed from its housing in the event of a fire on the cooker.
- 7.3 All exit routes within the property, such as hallways, landings and staircases are maintained safely, unobstructed and free of fixtures and fittings to enable evacuation of the property in the event of fire.
- 7.4 Tenants are informed of escape routes and their responsibilities for fire prevention.

## 8. Security measures

Landlords will ensure that:

- 8.1 The tenant is provided with keys to the accommodation, which will include a key to the study bedroom (if applicable) and a key or keys to the property.
- 8.2 All locks should be to British Standard and external doors must be of a solid core timber or metal framed UPVC construction, or specialist laminated security doors in which all glazing is either wired or toughened laminated glass. The door frames should be strong and well secured. Any door providing a means of escape, and which is required to be kept locked, shall be fitted with a type of lock capable of being opened, easily, and quickly from within, without the use of a key. Bedroom doors with locks require an internal thumb release lock.
- 8.3 All windows accessible from ground levels are of sound and secure construction and are fitted with window locks except where they are a means of escape. Where key operated locks are supplied landlords should ensure that tenants are provided with keys.
- 8.4 Where burglar alarms are fitted they should be fitted with an automatic cut out device that prevents the alarm from ringing for more than 20 minutes. Equipment which has proved to be unreliable or ineffective should be replaced.

## 9. Hygiene and the environment

Landlords will ensure that:

- 9.1 All facilities for the storage, preparation and cooking of food will be easy to clean and well maintained.
- 9.2 The tenant has use of a vacuum cleaner which is in good working order.
- 9.3 All study bedrooms are provided with adequate lighting and ventilation.

## 10. Deposits

Landlords will ensure that:

- 10.1 The tenant will be issued with clear guidelines regarding the standard of cleaning and other arrangements for bringing the tenancy to an end so as to avoid misunderstandings regarding the standard of cleanliness and condition of the study bedroom expected at the end of the tenancy.
- 10.2 The deposit charged will not exceed the equivalent of one month's rent.
- 10.3 At the end of the tenancy the landlord will agree with the tenant how much of the deposit will be returned. The agreed amount will be returned within 10 days.
- 10.4 Where monies from a deposit have been retained to offset landlords reasonably incurred costs the landlord shall, within a reasonable time of the end of the tenancy provide the tenant with a written statement of account and receipts of expenditure (where applicable).

## 11. Other provisions

Landlords will ensure that:

- 11.1 If accommodation is offered on a catered basis, good quality and nutritious meals are provided to the tenant.
- 11.2 The tenant's personal information is kept confidential.

## 12. Complaints

Landlords will ensure that:

- 12.1 They will respond reasonably and promptly in regard to any complaints or difficulties raised by the tenant.
- 12.2 They maintain courteous professional relations with the student during any dispute.
- 12.3 Where a complaint is made against the landlord or the tenant, then the landlord shall recognise the authority of the university to determine whether the code, agreed by them, has been breached and to make recommendation/s to the landlord in accordance with its views.
- 12.4 Where there has been an alleged breach of the code, then the landlord shall recognise that the university has the right to suspend any advertisements from the landlord during the period of the dispute.



# contact details

## UNIVERSITY OF BRIGHTON

### Brighton Accommodation Service

Accommodation and Hospitality  
Services  
University of Brighton  
The Manor House  
Moulsecoomb Place  
Lewes Road  
Brighton  
BN2 4GA

01273 644124

[accommodation@brighton.ac.uk](mailto:accommodation@brighton.ac.uk)  
[www.brighton.ac.uk/accommodation](http://www.brighton.ac.uk/accommodation)

### Eastbourne Accommodation Service

Accommodation and Hospitality  
Services  
University of Brighton  
Room G3  
Trevin Towers  
Gaudick Road  
Eastbourne  
BN20 7SP

01273 643848

[accomeastbourne@brighton.ac.uk](mailto:accomeastbourne@brighton.ac.uk)  
[www.brighton.ac.uk/accommodation](http://www.brighton.ac.uk/accommodation)

### Hastings Accommodation Service

Accommodation and Hospitality  
Services  
University of Brighton in Hastings  
Priory Square  
Priory Street  
Hastings  
TN34 1EA

01273 644631

[accomhastings@brighton.ac.uk](mailto:accomhastings@brighton.ac.uk)  
[www.brighton.ac.uk/accommodation](http://www.brighton.ac.uk/accommodation)

## NON-UNIVERSITY

### Brighton & Hove City Council

Private Sector Housing  
Town Hall  
Norton Road  
Hove  
BN3 3BQ

01273 293156

[psh@brighton-hove.gov.uk](mailto:psh@brighton-hove.gov.uk)  
[www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)

Development Control: 01273 292222  
(Monday to Friday 9.30am to 12pm)

### Eastbourne Borough Council

Town Hall  
Grove Road  
Eastbourne  
BN21 4UG

01323 410000

[www.eastbourne.gov.uk](http://www.eastbourne.gov.uk)

### Hastings Borough Council

Town Hall  
Queens Road  
Hastings  
TN34 1QR

0845 2741066

[hbc@hastings.gov.uk](mailto:hbc@hastings.gov.uk)  
[www.hastings.gov.uk](http://www.hastings.gov.uk)

### National Landlords Association

22-26 Albert Embankment  
London  
SE1 7TJ

020 7840 8900

[info@landlords.org.uk](mailto:info@landlords.org.uk)

### Health and Safety Executive

0845 345 0055

**November 2016:** The University of Brighton makes every effort to ensure the accuracy of this handbook and will take all reasonable steps to provide the services described within it and in supplementary documentation. It cannot, however, guarantee their provision in the event of circumstances beyond its control (such as lack of demand, changes in government policy or industrial action) but in such an event, will make reasonable effort to provide a suitable alternative. It is the owner's responsibility to ensure that they are aware of and comply with any changes in current legislation.

This publication is  
available in alternative  
formats on request

**Return address**

University of Brighton  
Accommodation and Hospitality Services  
Exion 27  
Crowhurst Road  
Hollingbury  
Brighton  
BN1 8AF

AHS/DF/0113



**better homes for  
students**

[www.brighton.ac.uk/accommodation](http://www.brighton.ac.uk/accommodation)