



studenthomes code of standards

Updated 16th January 2020

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

[what is studenthomes?](#)

studenthomes is a website of properties exclusively for University of Brighton students to access when searching for accommodation in the private sector. Students benefit from a greater choice of property whilst landlords enjoy coverage to all our students. Private landlords can advertise free of charge on the website, subject to agreeing to our code of standards and meeting the criteria we desire from our landlords.

[why choose us?](#)

- Advertise for free, directly to over 20,000 students
- studenthomes receives around 10,000 hits a month
- Professional accommodation service with experienced staff
- We understand the needs of students, landlords and resident landlords
- We manage a portfolio of head- lease properties with over 200 rooms for students and operate a homestay scheme
- Dedicated community liaison team

[about us](#)

The University of Brighton has two accommodation offices, they are located on the Moulsecoomb campus in Brighton and at Trevin Towers in Eastbourne. 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 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.

[unihome scheme](#)

Are you looking for a fully managed service with guaranteed rent?

We operate a head-lease scheme called Unihomes. Contact us to find out more about this scheme and how we can manage your property for you.

[homestay scheme](#)

Are you a resident landlord who wants a bespoke service for securing students for your spare room(s)?

We will find the students for you and pay you directly. Contact us to find out more about our scheme.

[code of standards](#)

This Code of Standards ("the Code") sets out the standard of properties and practices and management required for accreditation under the Scheme. This Code reflects statutory and regulatory requirements and it also draws on



examples of good practice from across the private rental sector. The Scheme also acts as a medium through which misunderstandings and disputes can be resolved, and provides Student Tenants with a valuable means to address any grievances.

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. All adverts will be checked and properties will be visited before they are approved and shown on the website. 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.

[about the code](#)

The code applies to both self-contained properties and those with a resident landlord.

Where the code is specifically for either self-contained properties or those with a resident landlord it is highlighted accordingly.

- Equal opportunities
- Data protection
- Marketing prior to letting
- Documentation
- During the tenancy
- Repairs and maintenance
- Furnishings and facilities
- Health and safety
- Gas safety
- Electrical safety
- Heating and hot water
- Energy efficiency and sustainability
- Fire safety - fire detection and alarm systems
- Security measures
- Hygiene and the environment
- Deposits
- Community relations
- Other provisions
- Complaints

[1. equal opportunities](#)

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.

1.2

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.



2. data protection

2.1

Personal data includes any information from which a living person can be identified, such as a name, contact details, property address or description. We need this data so we can market your property accurately to our students and contact you to discuss your property advert.

Your name and personal address is protected and is not visible to any prospective tenants or other landlords using the website.

You can select how you wish to be contacted by any prospective tenants and provide them with your preference of contact details in the property advert.

We may share some of your data, to include name, property address and contact details with the University of Sussex, if you choose to advertise with both universities, for the purpose of:

- Property inspection reports to ensure compliance with legislation and our code of standards
- Issues raised by student tenants and the outcome of any investigation
- Breaches of the code of standards

It is in the interests of both parties to share data in the circumstances identified above to ensure that properties, advertisements and the conduct of owners using the Studenthomes site are in line with the agreed code of standards and to safeguard our students. Both universities will take care to ensure that any personal data is secure and is only processed if relevant to the student housing experience, as listed above.

For example, we may hold a telephone number for you, but we will not put it on an inspection report as it has no relevance to the inspection.

When joining the site you will be asked to confirm that you have read and understood the terms and conditions of the service.

3. marketing prior to letting

Landlords will ensure that:

3.1

All property details are reported accurately without misrepresentation to prospective tenants.

3.2

Landlords will ensure that their property is fully compliant with all relevant statutory legislation, including HMO and planning requirements.

3.3

All prospective tenants are granted an opportunity to view the property, having due regard to the rights of existing tenants.

3.4

Business is pursued by the landlord in a professional, courteous and diligent manner at all times.

3.5

Interested parties are provided with a copy of any contractual terms under which a property is offered, such terms to be in plain, intelligible language and include details of any sums payable in addition to rent and any arrangements involving tenants' guarantors.

3.6

The name and current registered address of the landlord is stated on the agreement together with the address and telephone numbers of any representative acting on behalf of the landlord.

3.7

Interested parties are, when specifically requested, permitted not less than 24 hours within which to seek independent advice regarding those contractual terms, during which time the property will not be re-marketed.



3.8

Self-contained only - Where a “holding deposit” is taken prior to the signing and exchange of any letting agreement the deposit must be refunded to the tenant directly, unless the tenant consents for it to be put towards their rent or tenancy deposit

3.9

No administration charges of any kind will be charged to the tenant and all landlords will ensure they comply with the Tenant Fees Act 2019. Guidance can be found here - <https://www.gov.uk/government/publications/tenant-fees-act-2019-guidance>.

3.10

Prospective tenants are issued with a clear statement of the rent instalments due to be paid, including the dates, amounts and method of payments due during the contract.

3.11

The landlord will clarify whether s/he retains responsibility for payment of water charges, utility charges and Council Tax, or whether these charges fall to the tenants to pay and that this division of responsibility is accurately reflected in the terms of the letting agreement.

Resident landlords only - bills are expected to be included within the rent.

3.12

Written receipts must be issued to a tenant or future tenant, for all payments made.

Resident landlords only - where transactions are undertaken in cash, a written receipt will be provided.

3.13

Where a property is undergoing refurbishment and the building programme is running late and where this may result in the property not being ready for occupancy, the landlord shall inform the future tenants at the earliest possibility of this likelihood and its consequences for them. In the event that a property is not ready for occupation on the date that the tenancy begins then suitable alternative accommodation will be provided by the landlord or the tenants will be appropriately compensated so that they are still able to live in comparable accommodation reasonably convenient for their place of study.

3.14

At the commencement of the tenancy (or other date mutually agreed with the tenants) all obligations on the part of the landlord in regard to the repairs and property cleaning, maintenance and improvements have been fully discharged, or the tenants will be appropriately compensated.

3.15

Any agreed pre-tenancy repairs or any intentions on the part of the landlord to undertake improvements during the tenancy should be confirmed in writing before the letting contract is entered into (unless the need for repair arises after the letting contract).

4. documentation

4.1

Landlords will provide the following:

- A copy of a current Landlord’s Gas Safety Record.

Self-contained only -

- An Electrical Installation Condition Report (EICR)
- Energy Performance Certificate (EPC).
- Where mandatory House in Multiple Occupation (HMO) licensing applies (under part II of the Housing Act 2004) they will have a current HMO Licence. *HMO properties that have been let out since 5 April 2013 need to have had planning permission granted for change of use by Brighton and Hove Council.*



4.2

Self-contained only - All documents will be made available to the prospective tenants before the commencement of the tenancy.

4.3

Self-contained only - A written inventory, providing details of the condition of each item and room, will be provided to the tenants at the commencement of the tenancy period.

5. during the tenancy

Landlords will ensure that:

5.1

All statutory notices seeking possession are correctly completed and served on incumbent tenants in good time, in order to minimise delay, inconvenience and hardship to the landlord and incoming tenants if existing tenants refuse to give up possession at the end of their contractual tenancy.

5.2

Provided that the incumbent tenants continue to be registered students for the following academic year, and provided that they have satisfactorily performed their obligations under the existing tenancy, they are offered first refusal for any subsequent letting of the property.

5.3

Where access is required for routine inspections, the tenants receive notification of the date, time and purpose of the visit not less than 24 hours in advance (unless issuing such notice is impractical) and that tenant privacy and entitlement to freedom from unnecessary intrusion is respected.

Resident landlords only - 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.

5.4

Landlords will use reasonable endeavours to tackle anti-social behaviour and will take a measured response in the light of the circumstances including, ultimately, court proceedings where appropriate.

6. repairs and maintenance

Landlords will ensure that:

6.1

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 1985.

6.2

Under normal circumstances, the following repairs completion performance standards should be achieved:

Priority 1. Emergency Repairs:

Any repairs which are required in order to avoid a danger to health or safety of the residents or serious damage to the building or residents' belongings, e.g. Flood, gas escape, electric shock, etc. – **within 24 hours of report of defect.**

Priority 2 – Urgent Repairs:

Any repairs to defects which materially affect the comfort or convenience of the residents e.g. Failure of heating or hot water supply, partial power failure, etc – **within 5 working days of report of defect.**

Priority 3 – Non-urgent day-to-day Repairs:

Any reactive repairs not falling into the above categories, e.g. Broken light fitting, broken shelf, dripping tap, etc. – **within 28 working days of report of defect.**

Resident landlords only – Repairs are carried out punctually and effectively with consideration for the tenants' privacy.

6.3

Tenants are provided with a point of contact in case of emergencies and that someone is either available at all times to take the call, or there is an answering service whereby the landlord will return the tenant's call within 24 hours.



6.4

Maintenance and servicing tasks which can be carried out in a planned and cyclical manner such as gas appliance servicing, gutter and window cleaning, exterior and interior painting are carried out with due regard to the convenience of occupants, and after giving proper advance notice (normally 7 days) to the tenant/s.

6.5

Where a dispute occurs between the landlord and tenant/s as to when a repair has been reported then the date on which the repair was reported to the landlord in writing (including fax, email or text message) shall be the accepted date.

6.6

Where reasonable and practical, to provide at least 24 hours' notification to occupants prior to attendance by contractors to undertake repairs or maintenance.

6.7

That contractors and tradespersons will remove all redundant components and debris from site on completion of works in a reasonable time and will behave in a professional and courteous manner at all times.

6.8

Tenants are kept up to date with the progress of any repairs.

7. furnishings and facilities

It is of high importance to the University of Brighton that our students feel safe, comfortable and content in their accommodation.

Landlords will ensure that:

7.1

There are no visible damp or water leak stains on walls or fixtures. Walls and ceilings should be painted or wallpapered and bare plaster should not be visible.

7.2

Where a property is advertised as furnished, all study bedrooms should contain a bed, adequate clothes storage space, a desk, a chair, a bookshelf, and curtains or blinds which are properly hung.

7.3

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.

7.4

All study bedrooms have a minimum of two double electric sockets or equivalent appropriately positioned to avoid trailing cables.

7.5

Kitchens are suitably located in relation to the living accommodation and 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 supplied in a ratio of 1 to every 4 tenants.

Resident landlords only - The tenant receives instruction on the first day of occupancy on how to operate any domestic appliance they have access to. The tenant has a clear understanding of the permitted use of kitchen facilities for the storage, preparation and cooking of food.

7.6

An adequate number of suitably located wcs, baths and/or showers and wash hand basins are provided with constant hot and cold water supplies.

7.7

Where one or more showers are provided, they will be fitted with a tiled surround and a screen (which could be a curtain).



7.8

Within bathrooms and kitchens, all caulked and grouted areas are free from mould.

7.9

Where amenities are shared the following standards shall apply:

Up to 4 persons sharing	At least 1 bathroom and 1 WC (the bathroom and WC may be in the same room) Wash hand basin required in bathroom and in separate WC (if provided)
5 persons sharing	1 wash hand basin required where practicable in each sleeping room Plus 1 bathroom AND 1 separate WC with wash hand basin (but the WC can be contained within a second bathroom)
6 to 8 persons sharing	1 wash hand basin required where practicable in each sleeping room Plus 2 bathrooms with 2 wcs and wash hand basins Plus 2 sinks in the kitchen or 1 sink and 1 dishwasher
9 to 10 persons sharing	1 wash hand basin required where practicable in each sleeping room Plus 2 bathrooms AND 2 separate wcs with wash hand basins (but one of the wcs can be contained within one of the bathrooms) Plus 2 sinks in the kitchen or 1 sink and 1 dishwasher
11 to 15 persons sharing	1 wash hand basin required where practicable in each sleeping room Plus 3 bathrooms AND 3 separate wcs with wash hand basins (but two of the wcs can be contained within 2 of the bathrooms) Plus 3 sinks in the kitchen or 2 sinks and 1 dishwasher

The term “bathroom” means a room containing a bathing facility which can either be a suitable bath or Shower compartment or both.

8. health and safety

Landlords will ensure that:

8.1

Self-contained only - Any property advertised on studenthomes must be free of any category 1 hazards and there is a requirement by the local authority to take action when a category 1 hazard is identified. For more information on HHSRS please contact your local authority or visit -

www.communities.gov.uk/publications/housing/hhsrsoperatingguidance and

www.communities.gov.uk/documents/housing/pdf/150940.pdf. Cord 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.

Resident landlords only - The property is maintained as a reasonably practicable living environment for students, free of avoidable or unnecessary hazards.

8.2

The property is maintained as a reasonably practicable living environment for students, free of avoidable or unnecessary hazards as defined in the Housing Health and Safety Rating System (HHSRS). 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. Landlords are required to conduct their own risk assessment for each property.

8.3

If the property has an HMO licence, all conditions attached to the licence are complied with, or complied with by the deadline specified in the licence. Where an HMO licence is provisional the university reserves the right to refuse to advertise the property until it is satisfied that all conditions relating to the granting of a full licence are adhered to.

8.4

Tenants remain safe and protected from exposure to legionella. Legionnaires’ disease is a potentially fatal form of pneumonia caused by the inhalation of small droplets of contaminated water containing Legionella bacteria. To find



out more about your responsibilities under the law, please visit the Health & Safety Executive (HSE) website - www.hse.gov.uk/legionnaires/legionella-landlords-responsibilities.htm

8.5

Polystyrene ceiling tiles are not acceptable and must be removed.

8.6

Properties are not overcrowded and have an appropriate level of amenities for the number of people in occupation. A study bedroom must not be smaller than 6.5 sq m (70 sq ft).

9. gas safety

9.1

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. Please scan and upload a copy of your certificate to the studenthomes website. It is a criminal offence to falsify a gas safety record. This annual service must be carried out by a registered Gas Safe engineer.

9.2.

All gas appliances and carbon monoxide (CO) detectors will be checked and 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.

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.

9.3.

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) Regulations.

9.4.

Working carbon monoxide detectors which meet current European and British safety standard BS EN 50291 will be provided, tested at appropriate intervals, and replaced if they become defective. A detector is needed for each room where a gas or solid fuel burning appliance is located.

9.5.

All repairs to gas supply pipe work and appliances must be carried out by a Gas Safe registered engineer.

10. electrical safety

10.1

Self-contained only - Landlords are required to submit an Electrical Installation Condition Report (EICR) with a 'satisfactory' rating that is no more than 5 years old, carried out by a competent person in accordance with BS7671. All pages of the report must be submitted. If the certificate has a satisfactory rating but lists category 1 and 2 items, we will require written evidence from the electrician that all such items have been satisfactorily dealt with.

10.2

Self-contained only - A Domestic Electrical Installation Certificate (DEIC) for a completely new installation is acceptable, but a DEIC for an 'alteration' will require in addition a full EICR. If in any doubt, we suggest that you contact your electrical contractor and ask them to certify that the DEIC applies to the full installation and covers all the points that would have been covered in an EICR. We will require written confirmation that an EICR would be mere duplication of the DEIC.

10.3

Self-contained only - It is a requirement of part P of the Building Regulations that any electrical installation fitted in a room where water is present, such as a kitchen or bathroom, requires a Minor Domestic Electrical Installation Works



Certificate. An annual inspection of electrical fittings and installations at the end of the tenancy is recommended to ensure that any defects are remedied before a new tenancy period begins. Further information is available from:

- Electrical Safety Council - www.esc.org.uk
- Health and Safety Executive - www.hse.gov.uk

10.4

Self-contained only - Electrical fuse boxes/meters may need to be enclosed by 30-minute fire resistant material. Landlords must contact their local authority or fire officer to ensure their fuse boxes comply with current legislation and provide documentation, if appropriate, to their local accommodation office.

10.5

Self-contained only - It is a legal requirement that landlords ensure that electrical appliances in their properties are safe. It is recommended that electrical equipment which is over a year old supplied to the dwelling has been portable appliance tested (PAT). This applies to fridges, freezers, cookers, vacuum cleaners and any other portable electrical items or electrical appliances supplied as part of the fixtures and fittings of the property.

10.6

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.

10.7

Self-contained only - All repairs and improvements in electrical installations comply with the current Institute of Electrical Engineers Wiring Regulations.

10.8

Self-contained only - All components used in electrical wiring installations and repairs comply with the International Standard and all appliances will be installed in accordance with the manufacturer's instructions.

10.9

Self-contained only - Written instructions for the safe use of all electrical appliances (including cookers, space and water heaters, fridges and freezers) will be given on request. A series of leaflets from the Electrical Safety Council can be found at www.esc.org.uk/safety-in-the-home/safety-leaflets.html.

10.10

Self-contained only - All broadband routers, gas central heating and hot water controls, fuse boxes, meters and emergency cut off valves must all be located in a communal space and not within a study bedroom to ensure access by all the tenants in the property.

11. heating and hot water

11.1

Self-contained only - Clear written instructions for the safe use of all heating and hot water systems will be given.

Resident landlords only - The tenant receives instruction on the first day of occupancy on how to operate any heating appliance or gas central heating system they have access to. The tenant has a clear understanding of the permitted use of the control of heating that affects other parts of the property.

11.2

No form of bottled gas or paraffin heaters will be provided by the landlord as a heating source.

11.3

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

12. energy efficiency and sustainability

Landlords will ensure that:



12.1

Self-contained only - A copy of the relevant Energy Performance Certificate (EPC), as specified under the Energy Performance of Buildings Directive, will be made available for prospective tenants to view. As from the 1st April 2018 there will be a requirement for any properties rented out in the private rented sector to normally have a minimum energy performance rating of E on an Energy Performance Certificate (EPC). The regulations will come into force for new lets and renewals of tenancies with effect from 1st April 2018 and for all existing tenancies on 1st April 2020. It will be unlawful to rent a property which breaches the requirement for a minimum E rating, unless there is an applicable exemption.

12.2

Self-contained only - When renewing electrical appliances, particularly white goods, only high energy efficient appliances (grade A and B) should be chosen as replacements.

12.3

Self-contained only - Low energy bulbs must be provided and tenants should be encouraged to use their own low energy light bulbs where possible.

12.4

Self-contained only - Tenants are given advice on how best to heat their accommodation and use hot water in an energy efficient way using the facilities provided.

12.5

Self-contained only - All properties are provided with a minimum level of energy efficiency measures to include hot water tank and pipe lagging and adequate insulation to roof void areas, where appropriate.

12.6

Self-contained only - Energy efficiency improvements are incorporated, where practical. Landlords are advised to concentrate on improving roof insulation (ideally 250mm depth if using conventional materials) and wall insulation with cavity wall insulation or internal insulation (dry lining). Replacing older boilers with condensing type boilers can also be effective.

12.7

Self-contained only - Landlords will ensure that they inform their tenants of the need for proper refuse management and about any available recycling scheme operating in their area.

13. fire safety

Landlords must ensure the fire safety of their property. To assist landlords in complying with this duty the Local Authorities Coordinator of Regulatory Services (LACORS) has published national fire safety guidance for landlords and local authorities, a copy can be downloaded from [www.cieh.org/library/ Knowledge/Housing/National fire safety guidance 08.pdf](http://www.cieh.org/library/Knowledge/Housing/National_fire_safety_guidance_08.pdf)

Landlords will ensure that the following:

13.1

A fire safety risk assessment is undertaken at the property and all reasonable remedial measures found to be necessary are carried out to ensure that the property is as fire safe as reasonably practical.

13.2

Self-contained only - All properties have interlinked mains wired smoke alarm systems with integral battery back-up – Grade D prior to the letting of the accommodation. In 2 storey houses the university requires a heat detector in the kitchen, smoke detectors in all other shared spaces (such as the lounge) and on each landing or common area. In 3 storey houses the university requires a heat detector in the kitchen and smoke detectors in every room including bedrooms. The fire detection system should be inspected and maintained on an annual basis. Properties let to fewer than 3 individuals, although not required to provide a mains interlinked fire detection system, will have a smoke detector fitted on each storey.



Resident landlords only Functioning smoke alarms are in place (one per storey). If battery operated, the battery should be checked regularly.

13.3

Each kitchen will be fitted with a wall mounted fire blanket situated a safe distance away from the cooker close to the exit and in a place where it can be used effectively in the event of a fire.

13.4

All exit routes within a property, such as hallways, landings and staircases (so far as they are under the control of the landlord or agent) will be managed so that they are maintained safely, unobstructed and free of fixtures and fittings to enable evacuation of the property in the event of fire. All doors situated on an escape route should be close fitting and in good repair. All windows on ground and basement floors must be free of locks if they are identified as a means of escape.

13.5

Self-contained only - It is necessary to have a fire door installed to the kitchen so that the area is isolated and protects the means of escape in case of fire. The requirements are for a 30 minute fire door which should be fitted with 3 hinges and with cold smoke seals usually seen running along the sides and top of doors and often found as one integrated unit. The door should also be fitted with an efficient self-closer and treated with an appropriate fire retardant finish. It is the responsibility of the landlord to ensure that fire doors comply with current fire regulations.

13.6

Tenants are informed of escape routes and their responsibilities for fire prevention.

13.7

Ensuring that all upholstered furniture complies with Furniture and furnishing (fire safety) regulations 1988. 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.

13.8

Students should not be permitted to bring their own furniture into the property or use portable heaters in the properties without prior permission.

14. security measures

Landlords will ensure that:

14.1

Landlords should check their insurance policy for security requirements.

14.2

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.

Resident landlords only - 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.

14.3

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, ie. Front and back doors. Bedroom doors with locks require an internal thumb release lock.



14.4

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.

14.5

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.

14.6

Contractors and tenants should be supplied with the code numbers of alarms.

14.7

Self-contained only - Operating instructions are displayed on, or adjacent to the control equipment, and given to all persons who need to operate them.

14.8

Self-contained only - A notice board should be fixed solidly to a wall within a communal area of the property for the display of security and other relevant information.

15. hygiene and the environment

Landlords will ensure that:

15.1

All facilities for the storage, preparation and cooking of food will facilitate easy cleaning and maintenance by the occupants. Any damaged work surface, or shelving (in fridges for example) must be replaced.

15.2

Self-contained only - All furnished properties will be provided with a vacuum cleaner and tools in safe condition and good working order, suitable for the size of property and regular use.

Resident landlords only - The tenant has use of a vacuum cleaner which is in good working order.

15.3

Self-contained only - All floor coverings in kitchen, bathrooms and wcs should be undamaged and capable of being cleaned with commonly available domestic cleaning or disinfectant products.

15.4

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.

15.5

All properties are provided with adequate lighting and ventilation.

15.6

Self-contained only - All properties are provided with refuse disposal facilities sufficient for the number of occupants.

15.7

Self-contained only - Landlords will ensure that they inform their tenants of the need for proper refuse management and recycling and the date of rubbish collection, together with any special procedure such as where to place the bins and if this is on the highway, the need to return them to the property promptly to avoid causing obstruction.

15.8

All boundary walls will be in a stable condition and good repair.

15.9

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.



15.10

Where a garden or paved area exists this shall be kept in good order and free of waste and litter, so far as is reasonably practicable.

Self-contained only - Landlords, so far as is reasonably practicable, shall have responsibility to enforce a requirement that their tenants keep the garden free of litter.

15.11

Plants and shrubs shall be properly maintained and shall not be allowed to obstruct pavements or other public areas surrounding the property.

15.12

Self-contained only - Where tenants are expected to maintain the garden themselves, they should be provided with equipment which is fit for the purpose, which has clear instructions on use and which has been checked for safety.

15.13

Self-contained only - In respect of sections 15.8 to 15.11, neighbouring residents shall have access to and be eligible to use the complaints procedure under sections 18.1 to 18.4. A neighbour shall be defined as a resident within the same or adjacent street within 200 metres of the property.

16. deposits

Landlords will ensure that:

16.1

Self-contained only - Any deposits taken for an assured shorthold tenancy will be registered with a recognised deposit holder under the Tenancy Deposit Protection Scheme and the tenants will be notified within 30 days which scheme their deposit is registered with.

16.2

Self-contained only - Any deposits taken do not exceed 5 weeks rent

Resident landlords only - The deposit charged will not exceed the equivalent of one month's rent.

16.3

Deposits are administered efficiently and reasonably by the landlord or nominee and are not withheld for any purpose other than for which they were levied.

16.4

Tenants are issued with clear written 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 property expected at the end of the tenancy.

16.5

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.

16.6

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/s with a written statement of account and receipts of expenditure (where applicable) providing reasonable details of any and all deductions to the former tenant. If there is any balance due to the tenant/s, it will be paid in accordance with section 16.5, and the account and receipts will be sent at the same time.

16.7

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 studenthomes website



17 community relations

Landlords will ensure that:

17.1

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 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 interventions 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. For more information, visit [www. Homeoffice.gov.uk/anti-socialbehaviour](http://www.Homeoffice.gov.uk/anti-socialbehaviour).

17.2

In the event of continued problems requiring intervention by the landlord/agent it is reasonable for them to charge a fee for that intervention based on assessment on the use of their time and resources. In order to minimise disputes any hourly rate or fee that may be charged should be stated in the tenancy agreement in order to form part of the contractual relationship between the tenant and the landlord/agent.

18 other provisions

Landlords will ensure that:

18.1

Business is pursued by the landlord in a professional, courteous and diligent manner at all times.

18.2

They will respond reasonably and promptly to tenants or tenant representatives in regard to any complaints or difficulties raised by tenants.

18.3

They make written response to correspondence from tenants or their chosen representative within three weeks.

18.4

That all settlements and agreements reached are honoured within three weeks of being agreed.

18.5

They maintain courteous professional relations with tenants during any dispute.

18.6

They keep tenants’ personal information confidential. The tenant’s personal information is kept confidential.

18.7

They allow access to the property for inspections by University staff, provided reasonable notice is given. This may be before the property is advertised, for routine inspections or in response to a complaint.

18.8

Resident landlords only - If accommodation is offered on a catered basis, good quality and nutritious meals are provided to the tenant.

19. complaints

Landlords will ensure that

19.1

They will respond reasonably and promptly in regard to any complaints or difficulties raised by the tenant. They will maintain courteous professional relations with the student during any dispute.

19.2

Within three weeks of receiving any written complaint from a tenant or local resident or their representative, they will rectify any breach of this Code of Standards if they accept that a breach has occurred. If the landlord contests



the allegation, the landlord will enter into correspondence with the tenant, resident or their representative and attempt to resolve the dispute.

19.3

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.

19.4

Where there has been an alleged breach of the code, the university has the right to suspend any advertisements from the landlord.

19.5

Where rectification is not made the university reserves the right to remove the landlord and their advertisements from the website. Where complaints are received about the conduct of the landlord in accordance with section 18.1, by tenants or university employees, the university reserves the right to remove the landlord and their advertisements from the website.

Disclaimer

At all times it is the Landlord's responsibility to ensure familiarity with and compliance with, all relevant regulations and legislation applicable to private rental properties and **studenthomes** accepts no liability whatsoever for any non-compliance of the Landlord with such law or regulations. **studenthomes** accepts no liability for any loss resulting from information contained in, or omitted from this publication.

We hope that you experience the benefits of using **studenthomes** and trust that you will continue to work with **studenthomes**, the University of Brighton, and other partners, to ensure that Brighton remains an attractive place to study and live.

Contacts

university of brighton

Brighton Accommodation Service

Student Operations and Support, University of Brighton
The Manor House, Moulsecomb Place, Lewes Road, Brighton, BN2 4GA
01273 644100

Accommodation@brighton.ac.uk

Eastbourne Accommodation Service

Student Operations and Support, University of Brighton
Room G3, Trevin Towers, Gaudick Road, Eastbourne, BN20 7SP
01273 643848 or 01273 643810

Accomeastbourne@brighton.ac.uk

non-university

Brighton & Hove City Council

Private Sector Housing, Town Hall, Norton Road, Hove, BN3 3BQ
01273 293156

Psh@brighton-hove.gov.uk

www.brighton-hove.gov.uk



Eastbourne Borough Council

Town Hall, Grove Road, Eastbourne, BN21 4UG

01323 410000

www.eastbourne.gov.uk

National Landlords Association

22-26 Albert Embankment, London, SE1 7TJ

020 7840 8900

Info@landlords.org.uk

Health and Safety Executive

0845 345 0055

