

## **Protocol and Declaration for Managing Agents applying for “Supporter of the Unipol Code” designation in Respect of Accommodation Let to Students**

The Managing Agent undertakes to:

1. Read and understand the contents of the Unipol Code and what standards and procedures are covered by it
2. Draw the attention of all existing owners and clients to the existence of the Unipol Code and provide a leaflet (to be provided by Unipol) that gives the terms and conditions of the Code and the standards the Code requires the owner/client to meet
3. Seek to persuade the owner/client to meet the Unipol standards as part of their lettings arrangements
4. Seek assent from the owner/client to join properties to the Unipol Code and to process the necessary declaration and co-operate with any subsequent inspection in order that the property is accepted onto the Code
5. Provide Unipol with an annual list of managed student properties
6. Designate Code properties within their lettings system as such and avoid any possible confusion with non Code properties
7. If a complaint is made under the Code about a property that is covered by the Code the Managing Agent will be the first point of contact for Unipol and the Managing Agent will have first line responsibility for any issues or problems under the complaints and tribunal system.
8. Attend a one day (or two half day) seminar that explains about the Code, its content, the administrative procedures for declaration and verification and the advantages of joining with preferential marketing.

Unipol Undertakes to:

9. Designate the Managing Agent a *Supporter of the Unipol Code* and recognise this fact in all property details displayed by that Agent
10. Ensure that properties that are signed up to the Code receive Code status and are displayed, as such, in a preferential manner on its web site
11. Publish a list (both in paper and electronic form) designating which Managing Agents are supporters of the Code and distribute these to students.

### **Declaration**

I/We ..... (insert name)

declare that I/we have read and understood the Protocol above and will abide by it for a period of 3 years from the date given below (unless assent is withdrawn in writing by mutual agreement with Unipol)

I/ we further declare that to the best of my/our knowledge and belief the information in this application and the accompanying schedule of properties is correct.

Signed

Company Name

Address

Date (the declaration becomes operative from this date)

NB: If you are not a limited company then please provide details of who the proprietors are (separate sheet)

Please complete and return to: **Unipol Student Homes, 155-157 Woodhouse Lane, Leeds, LS2 3ED**