

Protocol and Declaration for Managing Agents applying as a Supporter of the Unipol Code

This is a sample document and Unipol enters into specific documentation for each Supporter member annually. This is a framework document and contains the standard clauses that applies to all members.

The Managing Agent undertakes to:

1. Read and understand the contents of the Unipol Code for shared student housing 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 cooperate 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 (see note on security and confidentiality below)
6. Designate Code properties within their lettings system as such and avoid any possible confusion with non Code properties
7. Be the first point of contact for Unipol if a complaint is made under the Code about a property that is covered by the Code 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 and to attend a half day training module annually thereafter each year

Unipol Undertakes to:

9. Designate the Managing Agent a Supporter of the Unipol Code and recognise this fact in all property details displayed about 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.

Bilateral Provisions (to be agreed between the parties after signature of the main Protocol)

It has been agreed:

that the applicant is managing an estimated _____ student properties (_____bed spaces) and that _____ properties (_____ bed spaces) are currently accredited

by the end of the current calendar year the current percentage of properties in the Code will increase from _____ to _____.

Where any Code complaint made relates to a property that the supporter agent has had individually accredited under the Code, then the Supporter will be held accountable and required to respond to any allegations made in respect of compliance with the Unipol Code. In situations where a complaint

relates to a property that has not been individually accredited but is managed by a Code Supporter, then Unipol will investigate that complaint within the terms of the bilateral agreement that has been made between that Supporter and Unipol which is _____.

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)

If this is not a limited company then please provide details of who the proprietors are.

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

Published by Unipol Student Homes. Unipol Student Homes is a company limited by guarantee, registered in England and Wales No.3401440. Registered Office 155/157 Woodhouse Lane, Leeds LS2 3ED. Registered Charity NO 1063492 VAT registration No.6988 45649

Protocol and Declaration for Managing Agents applying as a Supporter of the Unipol Code A Note on Property Management Lists

Part of the condition of joining the Code as a Supporter is that an annual list of student occupied managed properties, together with their ownership, is provided to Unipol.

It may be helpful to run over why this information is important so that managing agents fully understand the position. This information is necessary because:

- Unipol needs to know the overall size of the agent's student portfolio so that it can judge how seriously the agent has moved their managed properties to being in the Code. For example, an agent professing to support the Code with no, or only a couple of accredited properties, and badging themselves as a Code Supporter would obviously be unreasonable
- it may well be that certain landlords within a managed property service are already members of the Unipol Code. There are over 3,500 bed spaces in properties managed by agents that are in the Code because the owners themselves have joined the Code so that their properties can be displayed as accredited. Without this information Unipol does not know how many accredited properties an agent might already have
- sometimes properties have been joined to the Code by other agents so that when they join a different portfolio they are still in the Code and need no further verification
- agents are asked to nominate some properties to be accredited and Unipol then needs to sample inspect some of those. Generally, if properties are owned by a single landlord then Unipol will inspect 1 in 5, so an agent managing a portfolio of 10 properties owned by a single landlord would only require 2 of these to be inspected. If those 10 properties were owned by 10 different owners, then Unipol would need to inspect at least 1 property from each owner, which would be 10 inspections.

Unipol is aware that this information is commercially sensitive and Unipol keeps this information in the strictest confidence. It is kept securely in paper based format (unless received in electronic form) so it cannot be electronically processed or accidentally exchanged and once the sampling is completed and this information has served its purpose, it is destroyed. At no stage is the information used by any third parties or by Unipol for any marketing. In certain circumstances agents can bring this information into the office and can sit with a Unipol employee who can calculate an inspection routine from the list and after that the agent can take the information away with them.