

Unipol Student Homes (14 July 2016)

Changes to Unipol Code to take affect from 1 September 2015 until 31st August 2018.

Existing Clause	Current clause wording Unipol Code Leeds 2012 - 2015	Proposed clause wording to come in from 1 September 2015 - 31 August 2018	Commentary/Background
None	None	Landlords will abide by the UK Advertising Codes as set by the Advertising Standards Agency, and by all its regulatory mechanisms	New legislation
None	None	Where a landlord / agent charges administration/signing fees, they make it clear to the potential tenants in writing what the charges are, and what they are for	In March 2013 the ASA adjudicated on a case involving letting agent fees, with the ruling making clear that all letting fees needed to be clearly detailed to potential tenants upfront.
None	None	If a fee to hold a property for the tenants is charged, that it is agreed in writing how much these are, how long the property will be held for, and the terms under which the monies will be refunded	As above
2.09	Where any service charges are levied by the owner, that such services and charges are properly specified and detailed in the letting contract. Where tenants are responsible for utility charges they must have reasonable access to any meters that record their utility usage;	Where any service charges are levied by the owner, that such services and charges are properly specified and detailed in the letting contract. Where tenants are responsible for energy charges they must have reasonable access to any meters that record their energy usage. From 1 January 2017 where energy use is anything other than nominal (currently £150 per annum) each bedsit/flat/house must have its own energy meter supplied. Where an energy inclusive rent is charged this is not required.	Minor alteration to existing standard
4.13	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-inthelhome/safety-leaflets.html ;	Instructions for the safe use of all electrical appliances (including cookers, space and water heaters, fridges and freezers) will be given on request. Useful information from the Electrical Safety Council can be found at http://www.electricalsafetyfirst.org.uk/guides-and-advice/	Updated link

None	None	Shared HMOs (with up to 2 storeys and 5 or more tenants) - 30 min fire door/s are required in the kitchen (with an effective overhead hydraulic self-closer and with intumescent strips and cold smoke seals) and on the living room (with no need for a self-closer) ; plus an LD3+ Grade D AFD system, which means fitting smoke detection and sounders in living rooms, basements and on every level of circulation space (including stairwells, corridors and lobbies that form part of the escape route)and interlinked heat detection in the kitchen, as a minimum.	Additional category of property as missing from standards before.
4.19	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 2005 (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. Further guidance is provided by LACoRS at www.lacors.gov.uk/lacors/ContentDetails.aspx?id=19843 ; the appendix to the guidance provides an example form for recording the findings of a fire risk assessment which landlords may find useful;	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 2005 (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. Further guidance is provided by LACoRS at http://www.cieh.org/library/Knowledge/Housing/National_fire_safety_guidance_08.pdf ; the appendix to the guidance provides an example form for recording the findings of a fire risk assessment which landlords may find useful;	Updated link
None	None	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 of the	Best practice

		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.	
None	None	All landlords and managing agents will comply with the The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014, and where applicable should register with a government approved redress scheme.	New legislation
4.04	Where a working gas fire is situated in a bedroom, a carbon monoxide (CO) detector conforming to BSEN50291 should be fitted in that bedroom;	All properties comply with the Smoke and Carbon Monoxide Alarm Regulations 2015. Where a working gas fire is situated in a bedroom, or solid fuel combustion appliances are used in other living accommodation, a carbon monoxide (CO) detector conforming to BSEN50291 should be fitted in each affected room;	New legislation
None	None	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. Owners 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' expense if necessary, and where this is allowed for in the letting agreement) if the cooker remains hazardous.	Improvement taken from Nottingham Code
4.23	The primary escape route should not pass through bedrooms, lounges or kitchens. If there is no alternative to this then escape windows should be fitted on ground floor, first floor and basement.	The primary escape route should not pass through bedrooms, lounges or kitchens. If there is no alternative to this then escape windows should be fitted on ground floor, first floor and basement. The specification for escape windows are provided in Leeds City Council's Fire Safety Principles for Residential Accommodation	Clarification

		http://www.leeds.gov.uk/docs/fire%20safety%20in%20homes.pdf .	
4.23	In the case of back to back properties, reference should be made to Leeds City Council's requirements for these types of properties (the relevant standards are available from the Council's website - type Fire Safety Principles for Residential Accommodation into the search box);	Back to back properties will comply with the requirements specified in Leeds City Council's Fire Safety Principles for Residential Accommodation.	Minor alteration to existing standard
4.26	Owners 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 having specialist knowledge of servicing fire detection and fire alarm systems);	Owners should ensure that Fire Alarm Systems and equipment are properly checked and maintained by a competent person annually, in accordance with BS5839 (a 'competent person' is someone having specialist knowledge of servicing fire detection and fire alarm systems); Grade A systems should be checked at as a minimum every six months, other types of system annually.	Clarification
4.29	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:PAS24-1 'doors of enhanced security' – as a minimum (advice can be sought from Unipol on a case by case basis);	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:PAS24: 2012 'doors of enhanced security' – as a minimum (advice can be sought from Unipol on a case by case basis);	Updated British Standard
4.30	Where the property contains three or more tenants, all 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 conforming to BS 3621 or a euro cylinder lock. Where cylinder locks are used, these must conform to the Sold Secure Diamond Standard SS312 or TS007 ABS cylinder, as a minimum standard, by 2015. If a door set is replaced, the replacement	Where the property contains three or more tenants, all 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 conforming to BS 3621 or a euro cylinder lock. Where cylinder locks are used, these must conform to the Sold Secure Diamond Standard SS312 or TS007:2012 3 star rated , as a minimum by 31st August 2017 . Door sets meeting BS:PAS24:2012 meet these requirements.	Rewording for clarity and correctness. ABS is a brand, not a standard so this reference should be replaced. However ABS standard was 3 star, so this is not an increase on the existing standard. Removed reference to laminated glazing as BS:PAS24:2012 meets these requirements already.

	should conform to BS PAS 24-1 2007 plus A2:2011 'Doors of Enhanced Security, with any incorporated laminated glazing certified to BS EN 356 2000 rating P2A;		
4.31	All existing letter boxes located within 0.5 metres of any latch or thumb turn lock are fitted with a device on the inside to prevent thieves from putting their hands or gadgets through the letterbox and trying the latches from the inside. New door sets meeting BS: PAS24-1 are designed with acceptable letter box restriction;	All existing letter boxes located within 0.5 metres of any latch or thumb turn lock are fitted with a device on the inside to prevent thieves from putting their hands or gadgets through the letterbox and trying the latches from the inside. Door sets meeting BS: PAS24-1:2012 are designed with acceptable letter box restriction	As above
4.32	Ground floor and upper storey windows accessible from ground level, or over a roof, are of sound and secure construction and if replaced should meet BS:7950 'windows of enhanced security', and locks should be fitted on ground floor and other accessible windows. Consideration should be given to using laminated glass (where appropriate). Where key operated locks are fitted owners should ensure that tenants are provided with keys. All escape windows/doors will allow escape from the building without the use of a key;	Ground floor and upper storey windows accessible from ground level, or over a roof, are of sound and secure construction and if replaced should meet BS: PAS 24 'windows of enhanced security' (previously BS7950), and locks should be fitted on ground floor and other accessible windows. Consideration should be given to using laminated glass (where appropriate). Where key operated locks are fitted owners should ensure that tenants are provided with keys. All escape windows/doors will allow escape from the building without the use of a key;	BS: PAS 24 replaced BS7950
4.36	Where burglar alarms are fitted, the alarm should be prevented from ringing for more than 20 minutes. Equipment which has proved to be unreliable or ineffective should be replaced. It is recommended that burglar alarms are fitted by NACOSS or SSAIB approved contractors;	Where burglar alarms are fitted, the alarm should be prevented from ringing for more than 20 minutes. 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;	Clarification
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	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	New weblink

	contractor. Guidance on this is available from the Environment Agency www.environment-agency.gov.uk and Business Link www.businesslink.gov.uk websites;	contractor. Guidance on this is available at https://www.gov.uk/find-registered-waste-carrier	
None	None	Landlords will comply with the Private Rented Sector Energy Efficiency Regulations (Domestic) (England and Wales) from 1 April 2018	New legislation
5.03	Central heating (or electrical heating) is provided. The central heating system should be adequate, controllable and programmable;	Central heating (or electrical heating) is provided. The central heating system should be adequate, controllable and programmable by the tenants	Best practice.
5.05	Any new wet central heating system installed will include thermostatic radiator valves (TRVs) on all radiators (except one). Note: Although outside of the timescale of this Code, in a future code it is intended that TRVs will be fitted to all existing systems by 1st October 2013;	All wet central heating systems will include thermostatic radiator valves (TRVs) on all radiators except one.	Deleted deadline and word 'new'
5.08	Energy efficiency improvements are incorporated, where practical, into refurbishment schemes and such schemes should comply with current Building Regulations, where applicable. 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. Energy efficiency advice can be obtained by telephoning 08005120120	Energy efficiency improvements are incorporated, where practical, into refurbishment schemes and such schemes should comply with current Building Regulations, where applicable. 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. Energy efficiency advice can be obtained by telephoning 0300 1231234;	New phone number
6.00	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	Landlords 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	Additional clause

	<p>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. Landlords will receive from Unipol a manual detailing the services and agencies available to them, including help from the educational establishments and Unipol in dealing with problem tenants. For more information, visit www.homeoffice.gov.uk/anti-socialbehaviour. Where students are studying at the University of Leeds and Leeds Metropolitan University, Leeds Trinity, Leeds College of Music and Leeds City College, use can be made of the Neighbourhood Helpline (a 24 hour dedicated voicemail and email service) that responds within 24 hours to those experiencing any problem living in the community (such as uncollected rubbish, neglected gardens, noisy neighbours, illegal parking and other environmental problems) on 0113 3431064 or email neighbourhoodhelpline@leeds.ac.uk;</p>	<p>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 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.</p> <p>Unipol will provide on its website information on the services and services and agencies available to landlords, including help from the educational establishments and Unipol in dealing with problem tenants. For more information, visit http://www.westyorkshire.police.uk/contact-us/anti-social-behaviour. Where students are studying at the University of Leeds and Leeds Beckett University, Leeds Trinity, Leeds College of Music and Leeds City College, use can be made of the Neighbourhood Helpline (a 24 hour dedicated voicemail and email service) that responds within 24 hours to those experiencing any problem living in the community (such as uncollected rubbish, neglected gardens, noisy neighbours, illegal parking and other environmental problems) on 0113 3431064 or email neighbourhoodhelpline@leeds.ac.uk;</p>	
6.05	<p>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, if possible, where a garden already exists this shall be retained as a soft planted area (this includes low</p>	<p>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, if possible, where a garden already exists this shall be retained as a soft planted area (this includes low</p>	New weblink

	<p>maintenance gravelling with planting). Further information is available on www.unipol.org.uk/Leeds/Owners/Help for Owners/Low maintenance gardens.asp;</p>	<p>maintenance gravelling with planting). Further information is available on http://www.unipol.org.uk/landlords/help-and-advice-resources/practical-necessities/establishing-low-maintenance-gardens</p>	
6.09	<p>Any alterations to the physical appearance of properties should be made in accordance with any existing Neighbourhood Design Statement. See www.leeds.gov.uk/Environment_and_planning/Planning/Planning_policy/Village_and_neighbourhood_design_statements.aspx for details of these.</p>	<p>Any alterations to the physical appearance of properties should be made in accordance with any existing Neighbourhood Design Statement. See http://www.leeds.gov.uk/council/Pages/Design-Neighbourhoods-and-Village-Design-Statements-docs.aspx for details of these.</p>	New weblink
Notes for tenants	<p>Complaints can be made following the procedure outlined at - www.unipol.org.uk/Leeds/COS/Making a complaint</p>	<p>Complaints can be made following the procedure outlined at http://www.unipol.org.uk/the-code/how-to-complain</p>	New weblink
Starred property standard	<p>Full details of this standard are available from the Unipol website - www.unipol.org.uk/Leeds/COS/Starred_system/</p>	<p>Further details of this standard are available from the Unipol website - http://www.unipol.org.uk/the-code/the-starred-system</p>	New weblink