

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

This declaration is issued on [Full Date] and must be returned to Unipol signed and dated by [Full Date] otherwise supporter status will not be granted. This Declaration runs for 3 years from the issue date.

[Name of Agency] 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, including the complaints process and Tribunal system. The current Code for Leeds can be found here: <https://www.unipol.org.uk/the-code/about-the-codes#different-codes>
2. Draw the attention of all existing owners and clients to the existence of the Unipol Code and provide information (can be provided as a leaflet by Unipol on request) that gives the terms and conditions of the Code and the standards the Code requires the owner/client to meet.
3. Seek to persuade your managed owners 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 a list of managed student properties on both 31st January and 31st July, or other requested date, each year (see note 14 on security and confidentiality below)
6. Designate Code properties within their lettings system as such and avoid any possible confusion with non-Code properties (to include all web, office and publicity materials)
7. Be the first point of contact for Unipol if a complaint is made under the Code about a property that is accredited under the Code and the Managing Agent will have first line responsibility for any issues or problems under the complaints process 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
9. In consideration for being permitted to be a Supporter of the Unipol Code, I/we agree and undertake to pay the current Code fees. Payments made by cheque should be payable to Unipol Student Homes.
10. I/we agree and undertake to pay any applicable additional fees as follows:
 - a) In the case of Inspections, if issues are identified, a timetable for any works of procedures is agreed and then, dependent on the nature of the findings, a re-inspection may be required. During this short re-inspection, the Accreditation Officer will check that the required work has been completed to the expected standard. If it is clear from the re-inspection visit that not all of the works have been completed, then a second re-inspection is required and a fee of £75 will be charged to the landlord/agent for that and each subsequent inspection needed.
 - b) Unipol will always give five working days' notice of a visit. If the visit is changed less than 2 working days before the visit then a fee of £50 will be charged. The same fee will be charged if the inspector is unable to enter the property at the appointed time. Inspectors are instructed to wait at the property for 15 minutes after the appointed time, after which the appointment is considered broken and the £50 fee will apply. These fees will be invoiced and must be paid within 30 days.

All of the above fees and payments are correct as at the date of this declaration but may be amended by the members of the Code during the time period when I/we are a member of the Code.

Unipol Undertakes to:

11. Designate the Managing Agent a Supporter of the Unipol Code once 25% of their managed portfolio has been accredited, and recognise this fact in all property details displayed about that Agent
12. 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
13. Publish a list (both in paper and electronic form) designating which Managing Agents are supporters of the Code and distribute these to students.
14. Only use the property lists of managed student properties for sampling and inspection purposes and that it remains absolutely confidential with those administering the Supporter scheme.

Bilateral Provisions (to be agreed between the parties at set junctures during the 3 year period that this Protocol and Declaration are valid)*

It has been agreed:

that the applicant is managing an estimated X student properties and that X properties are currently accredited. By [Full Date] the current percentage of properties in the Code will increase from X% to X%.

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 that all the aspects of the Code relating to management and process will be subject to Code complaints procedure but this will not relate to matters concerning physical standards.

Your Supporter status is for a three year period, and after [Full Date] a new bilateral section of this declaration will be agreed. This will be agreed between the parties not later than [Full Date]. In the event that the Supporter becomes a full Code member then a new full Code Declaration will be entered into and this Supporter agreement will cease to operate from that date.

*An assumption is made that managed property portfolios will change during the lifecycle of this agreement, and therefore the bilateral provisions will be updated from time-to-time to reflect this.

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

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

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