



Congratulations - You are living in a Unipol Code home!

Renting from a Unipol Code accredited landlord has many benefits. It also provides you with the peace of mind that you are living in a good quality, safe home.

When you are renting a Unipol Code home you can expect:

- Repairs and maintenance to be carried out within the agreed Unipol timeframe
- Your deposit to be protected and promptly returned at the end of your tenancy, or an explanation of any deductions made
- Good customer service and communication from your landlord
- Certainty that your property has been inspected by Unipol to ensure it is well regulated and managed.

We really hope you enjoy living in your Code home, but if you feel your Code landlord is not providing the service you expect, we can help.

Our complaints process ensures that Unipol Code tenants can receive support should any issues arise. Working as the mediators we can help resolve disputes between tenant and landlord.

For more information about the Unipol Code visit
www.unipol.org.uk/CodeHome

