

An Introduction to the Approved Codes for New Staff

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Today's Presenters



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What We Will Cover

- Regulation, the Codes and Accreditation
- How the Codes are Run
- Why are the Codes important?
- Purpose of the Codes
- Complaints Under the National Code
- Overview of Code Standards



About Unipol

- National Student Housing Charity, providing housing services to institutions in Leeds, Nottingham and Bradford
- A direct housing provider housing 3,000+ students – first years, returners, internationals, postgraduates and families
- Run local accreditation schemes for local landlords and agents
- Operators of the ANUK/Unipol National Codes, accrediting 370,000+ bed spaces in the private sector and 45,000 in the University sector



Regulation, The Codes & Accreditation

ANUK/Unipol

Non-Educational Code

- 105 Members
- 1305 Developments
- 368,998 Bed Spaces
- Due for review in 2024 – for 2025 launch

ANUK/Unipol

Educational Code

- 51 Members
- 1006 Developments
- 37,045 Bed Spaces
- New Code due to launch by the end of 2024

Universities UK Accommodation Code of Practice

- 105 Members
- 1305 Developments
- 368,998 Bed Spaces
- Due for review in 2024 – for 2025 launch



Benefits of Accreditation

How can we use the Codes?

Adopting
best
practice

Verification
process as a
development
tool for
improvement

Independent
complaints
and tribunal
process

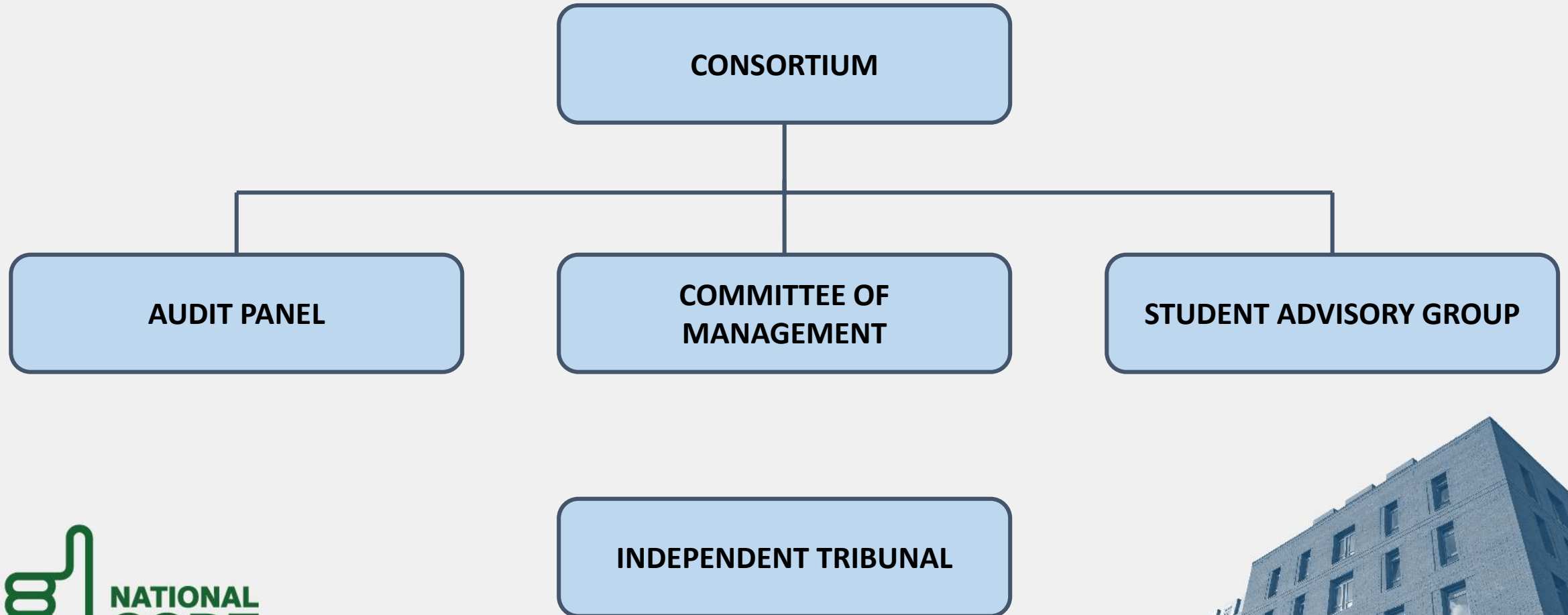
Advantage in
partnership
arrangements

Access to
training and
insight from
Unipol

Clearly
defined,
realistic and
benchmarked
standards



How the Codes are Run



Audit & Verification Process

- All new applicants must have one or more of their sites visited before membership can be awarded
- All members are visited every 3 years as a condition of membership
- Visits also occur when:
 - Any time a new or refurbished building opens
 - A change of operational management between members occurs
 - A complaint requires a visit to be undertaken
 - The audit panel deems it necessary for a provider to be visited between cyclical revisit



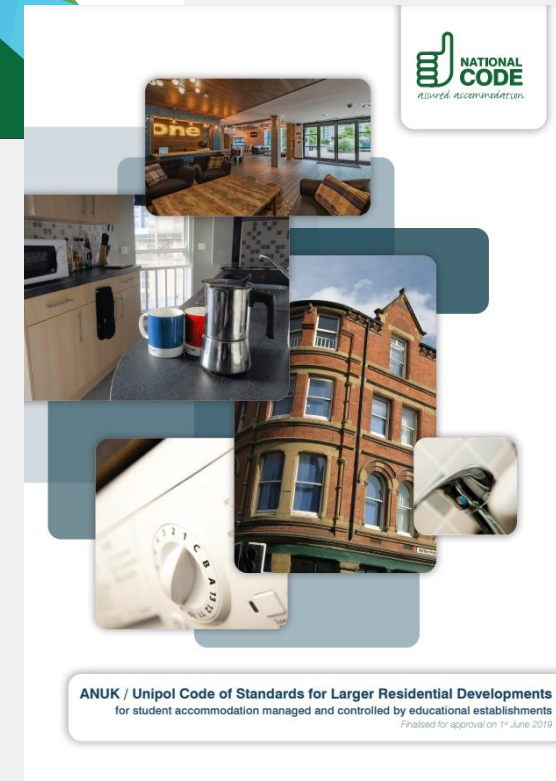
Why are the Codes Important?

- There are approx. 690,000 student accommodation bed spaces across the University and private sector
- There has been a shift in ownership and operation of PBSA to the private sector
- Delivery of new PBSA beds is slowing – most new development coming from the private sector



The Purpose of the Code

- Main aim – *to act in the best interest of students*
- Doing business effectively, but fairly
- Safe and well managed bricks and mortar is an essential component, but making tenants feel valued works hand in hand with this
- Being a Code member means buying into this ethos and vision



Complaints Under the National Code

The National Code is **Voluntary** - members expected to resolve breaches without recourse to the formal proceedings of the Independent Tribunal

Enquiry - The Code Contact receives a complaint from the complainant:

- Respond promptly (no later than **2 weeks**)
- Rectify any breach within **4 weeks**

Complaint - Complaint Investigator writes to Code Contact stating alleged breach

- Response required within **5 days**

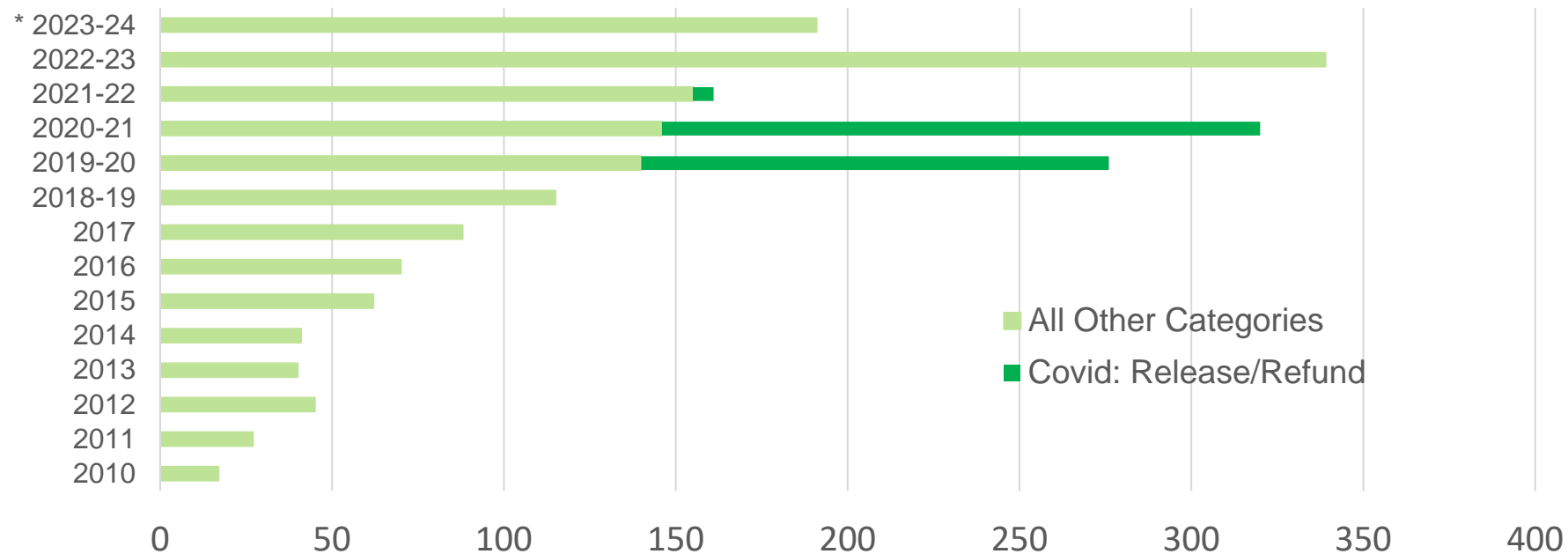
If resolution cannot be achieved then the case may be referred to the

Independent Tribunal

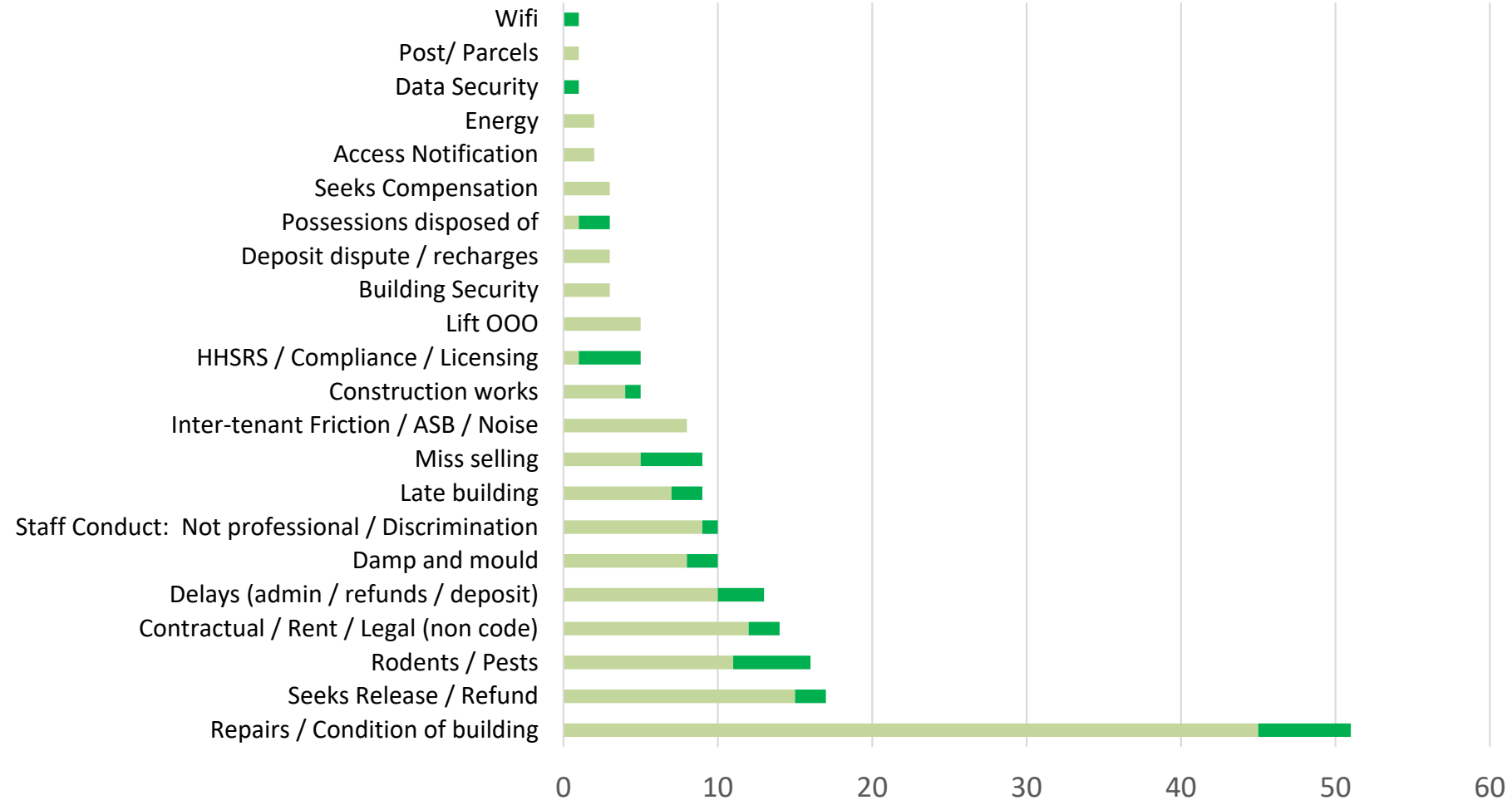


Complaints Under the National Code

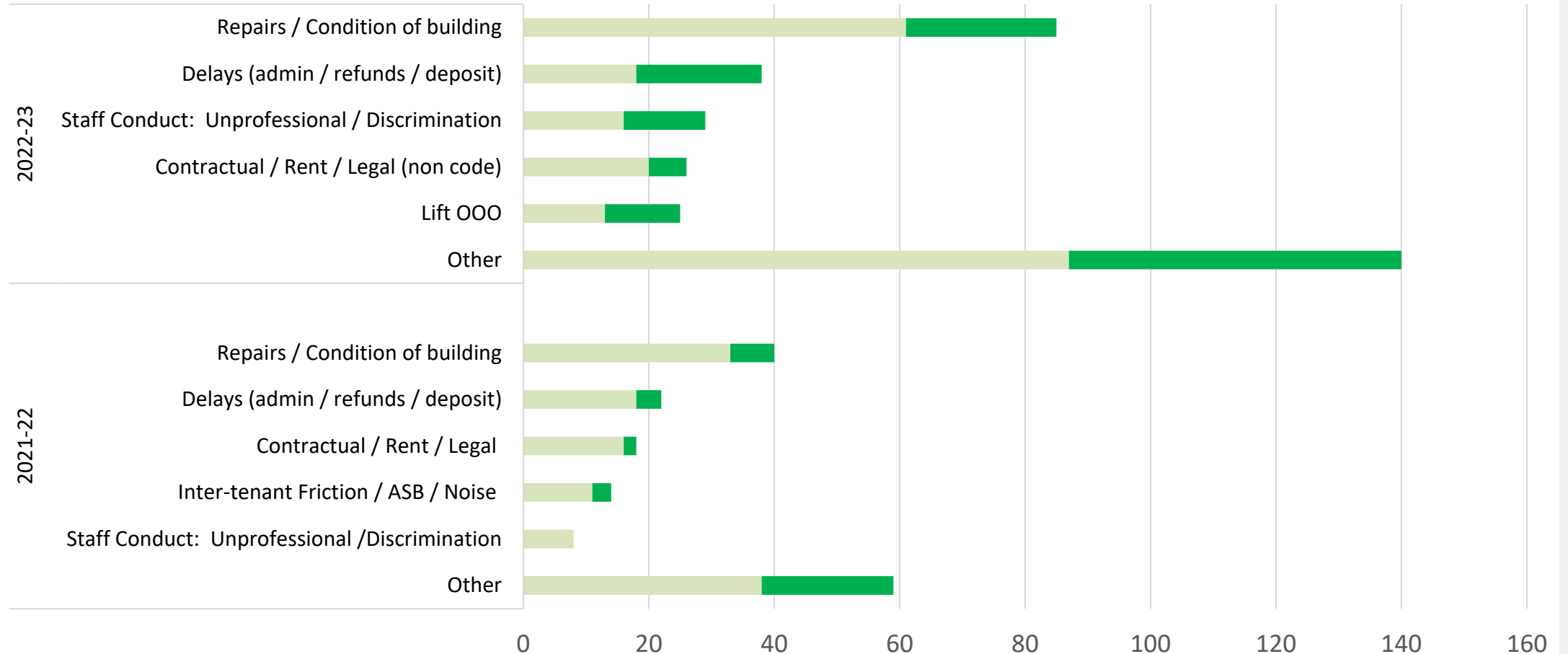
Total volume of case received by academic year



National Code Complaints - Cases received by Category 6 Months, Sept 2023 - Feb 2024



National Code Complaints - Cases received by Academic Year by Category - Top 5



Overview of Code Standards

- Both Codes address the day-to-day management of a building
- Codes made up of 9 sections each

PRIVATE PROVIDERS CODE	
1. General	2. Equality and Diversity
3. Before Occupants Move In	4. During the Occupancy (Part 1)
5. During the Occupancy (Part 2) Health and Wellbeing	6. During the Occupancy (Part 3) Health and Safety
7. During the Occupancy (Part 4) Occupants' Satisfaction & Code Information Requirements	8. At the End of the Occupancy Agreement: Deposits
9. Managing Conflict	

EDUCATIONAL CODE	
1. General	2. Equality and Inclusion
3. Marketing Prior to Letting	4. During the Occupancy
5. Occupant Satisfaction	6. Health and Safety
7. At the end of the Occupancy	8. Disputes
9. Complaints Regarding a Breach of the Code	