A HEALTHY, SAFE ENVIRONMENT
The Code makes sure that your accommodation is signed up to all necessary health and safety standards.

Fire and safety rules
Staff at your residence should be fully prepared for emergencies, such as fires and electrical faults, by clearly displaying health and safety information, testing fire alarms and making sure fire exits are clear. Heating, power, lighting and water should all come as standard in your accommodation and drinkable water should be clearly marked.

Fittings, furnishings and facilities
Your room should be fitted with a bed, a mattress, a place to study, a chair, curtains/blinds, clothes storage and a rubbish bin. All kitchen, bedroom and bathroom facilities should be in good working order and there should be enough showers and kitchen facilities for the number of students using them. Your university or college is also obliged to provide you with a place to collect mail.

Security
You want to feel safe in your new home which is why all main entrances, individual rooms and accessible windows must be secure. Someone’s bound to lose their keys at some point, so details of procedures for lost keys/access cards should be included in your welcome pack.

Your role in staying safe
As well as ensuring that your accommodation is signed up to all necessary health and safety standards, The Code also outlines a few things that you should do to help stay safe and secure. This includes making sure that you don’t leave downstairs windows open for intruders and that you know where your nearest fire exit is.

A CLEAN, PLEASANT LIVING ENVIRONMENT
Your accommodation should offer good living environment.

A formal, contractual relationship with your landlord
As a tenant, you should have a formal contract with your university or college, as your landlord. This should outline your landlord’s responsibilities to you, as well as your responsibilities as a tenant.

Your right to information
As a tenant you should be able to access information about your accommodation including:

• Practical things such as cleaning schedules, laundry services, parking facilities and other services your accommodation offers; how to report a problem and what to do if you lose your keys.
• Financial information such as payment schedules, costs that you could incur, discounts that are available and damage deposits.
• Technical information such as whether the university or college’s insurance covers your belongings, the terms of your contract and access rights to your study or bedroom.

At the beginning and end of your tenancy
When you arrive at your new accommodation you should receive an induction briefing or meeting and contact details for people who can help if you have any problems. On leaving, your university or college should return any deposits held within 28 days of the end of the tenancy.

HOW TO ADDRESS ANY ISSUES YOU HAVE WITH YOUR ACCOMMODATION
In all issues should be raised with individual housing offices at the university or college. Contact details for accommodation offices can be found on The Student Accommodation Code website www.TheSAC.org.uk

In the event that an issue cannot be resolved locally with the accommodation staff, you should use the individual university or college formal complaints procedure.

Finally, if you have tried both of these routes and are still not happy with the end result, you can get in touch with the OIA which is the independent body set up for student complaints. For more information, go to: http://www.oiahe.org.uk.

For students studying at a further education college, you can contact the national Code administrator for the complaint to be heard by the Governance Board.

A LIVING ENVIRONMENT FREE FROM ANTI-SOCIAL BEHAVIOUR
No one likes anti-social behaviour, and your residence should have procedures in place to help make sure everyone is treated with respect.