



The Student Accommodation Code Policy

[The Student Accommodation Code](#) was developed jointly by [Universities UK](#) and [GuildHE](#) as a Code of Practice for the management of student housing. It was initially introduced in 2006, with an updated version implemented in 2019.

The Code protects the rights of students to live in safe, good quality accommodation that enriches their residential experience.

As a Higher Education Institution, the University of Exeter is fully committed to providing excellent student accommodation that is safe and of the highest quality, whilst maintaining a high standard residential experience for everyone. By signing up to The Student Accommodation Code, the University of Exeter ensures that these values underpin the management and provision of all University owned, managed and partner properties.

What does the code cover?

The University of Exeter Residential Services and its supporting services, and our partners UPP and Collegiate, ensure that the key rights protected by The Student Accommodation Code are adhered to, as follows:

- A healthy, safe environment
- Timely repairs and maintenance
- A clean, pleasant living environment
- A formal, contractual relationship with the University of Exeter
- Access to health and wellbeing services
- A living environment free from anti-social behaviour

Who is compliant with the code?

At the University of Exeter, the following departments and partners are all responsible for completing regular self-assessment checks to ensure compliance with the Code:

- Residential Services
- Estate Services
- Facilities Management
- Grounds
- Residence Operations
- Estate Patrol
- Health and Safety
- Governance and Compliance
- Welfare and Wellbeing
- UPP
- Collegiate

How is compliance to the code evidenced?

The regular internal self-assessments, along with independent 3 yearly audits and mandatory training programmes, guarantee that all staff involved in the provision and management of student accommodation understand and fulfil the obligations and responsibilities of The Student Accommodation Code.

Using a dedicated UUK Sharepoint site as the quality and data management system, allows for regular review of compliance against the Code. Each section of the Code identifies departments and personnel with designated responsibility so that compliance is accountable and supporting evidence is clearly managed.

What training related to the Code is provided?

In order to embed best practice into the management and provision of all University of Exeter accommodation, the values promoted by The Student Accommodation Code are delivered through a comprehensive training programme, alongside training on Health and Safety, Equality, Diversity and Inclusion.

UUK Training Modules have been incorporated into the mandatory training programmes for all new and current staff involved in accommodation provision and management. Links to all UUK Training information are also sent to UPP and Collegiate partners who deliver training under their individual programmes.

Training Modules are selected and targeted at staff to provide relevant information on the following areas of accommodation provision:

- Module 1 - Overview of Student Accommodation Code, high level Health and Safety, student complaints procedure, audit and compliance responsibilities.
- Module 2 - Fire Safety fire hazards, regulations, supporting students.
- Module 3 - Building Services safe and effective gas, water and electrical installations,
- Module 4 - Wellbeing security requirements including staff policies, how to ensure student health and wellbeing, policies on antisocial behaviour and disciplinary procedures.
- Module 5 - Landlord and tenant relationship – contract between student and landlord (institution), roles and responsibilities (for student and landlord), what facilities provided in student housing and information provided to students.
- Module 6 - Building and surrounding areas managing repairs and maintenance (including approved contractors), notifying students, ensuring pleasant environment (litter, appropriate lighting), snow and ice policy, environmental / energy efficiency, recycling and pest control.

Following centralised presentations to Heads of Departments, the delivery of training is undertaken within each Department by either group presentations or links sent to individual learners, allowing for varying staff working schedules.

A central record is kept of UUK staff training for University of Exeter staff and partner organisations.

“Embedding the Student Code within the working practices of all staff involved in Accommodation management and provision protects the health, safety and contractual rights for students. Delivering the values enshrined in the Code supports the University’s goal to provide a wonderful, positive residence experience for all students in our accommodation”

[UUK Code Policy 2022-23 V2](#)