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. Following an in-depth review of the 2019 Code, the UUK/GuildHE Accommodation Code of Practice for Student Housing 2025 came into force on 1st May 2025, ensuring robust and relevant legislation for today's students.

The Code is legislated by Parliament to assure the provision of a high-quality residential experience that is safe, secure, sustainable and supportive for students.

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, along with 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 commitment to operating in a sustainable way
- A formal, contractual relationship with the University of Exeter as landlord
- Access to health and wellbeing services and support
- A living environment free from anti-social or discriminatory behaviour

Who is required to comply with the Code?

The University of Exeter embraces the Code as an institutional compliance responsibility. Reaching compliance takes a collaborative approach and we regard all teams who are directly or indirectly involved in providing accommodation services to our students, or who contribute in any way to meeting Code standards, as stakeholders.

- Accommodation Office
- Contracts & Residential Experience
- Catering
- Equality, Diversity and Inclusion
- Estate Services
- Facilities Operations
- Finance
- Fire Safety

- Governance and Compliance
- Grounds
- Health and Safety
- Marketing
- Partners – Collegiate and UPP
- Residence Life
- Residence Operations
- Security
- Student Cases and Conduct
- Sustainability
- Welfare and Wellbeing

These teams are brought together as a network which is facilitated by the University's Lead Code Administrator. Overall responsibility for co-ordinating and ensuring operational management and compliance rests with the Deputy Director of Commercial, Residential and Campus Services.

How is compliance to the Code evidenced?

The annual internal self-assessments, along with independent 3-yearly audits, 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. The triennial audit is ratified by the University's Audit and Compliance Committee before being submitted to the Code. This report outlines the audit's findings, management responses and our action plan for resolving any issues that have emerged.

Using a dedicated SharePoint site as our internal quality and data management system allows for a thorough and structured review of compliance against the Code. Every line of the Code is designated to a lead department which has overall responsibility for meeting compliance. This ensures accountability and that the provision of supporting evidence is clearly managed and accessible to our auditors.

How are staff trained to deliver the Code standards?

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 introduced to staff through their induction programme, alongside mandatory training on Equality, Diversity and Inclusion.

Staff are made aware of the Code document and in particular the sections which are directly relevant to their role. The principles of the Code are discussed in team meetings and area leads act as the link between operational teams and the University's Code Administrator who can support by providing specific advice and guidance.

Our commitment to our student community

The Student Accommodation Code is a vital framework that ensures our students receive a safe, high-quality, and supportive living experience that reflects our institutional values. Its implementation reinforces our commitment to accountability, collaboration, and continued excellence in the management of all University of Exeter student accommodation services.

Mike Shore-Nye
Senior Vice-President and Registrar & Secretary