

Code of Good Management Practice

Conduct

The landlord agrees to conduct business with regard to the property and the tenancy in a courteous, reasonable and equitable manner and to answer promptly queries and issues raised by the tenant.

Holding fees

The landlord agrees not to require rent or the deposit before the signing of the tenancy agreement and to limit any holding fee that is required before the signing of the tenancy agreement to £50 (this holding fee to be returned immediately if the tenant decides within the first 24 hours not to proceed).

Inventories

The landlord agrees to ensure that an inventory is signed by both parties at the beginning of the tenancy (or as soon as practicable afterwards) and to give the tenant the opportunity both to carry out a joint inventory inspection at the outset and to discuss the inventory at the end of the tenancy.

Deposits

The landlord agrees to withhold any deposit only for the purpose for which they were levied, to return deposits as soon as possible after the end of a tenancy (in any event within 4 weeks) and to provide written details and receipts for any deductions which may be made.

Repairs and maintenance

The landlord agrees to carry out repairs within a time period appropriate to the severity of the problem, keeping as far as is practicable to the guide timescales given below*.

The landlord also agrees to uphold as far as practicable all undertakings given on work to be completed prior to the tenant moving in and to consult the tenant when planning other major maintenance work (for example to avoid exam periods for student tenants).

Landlord's access to the property and other statutory requirements

The landlord agrees to comply with all statutory obligations required of them by housing and landlord & tenant legislation including the legal requirement to gain access to the property (for inspection, repairs or other reasons) only by arrangement with the tenant and having given 24 hours notice of the visit (except in emergencies).

Neighbours

The landlord agrees to take reasonable steps to minimise any nuisance that may be caused to neighbours by the way the property is managed: in particular by offering occupiers of the immediately neighbouring properties a contact telephone number or address to report any problems; and also by ensuring that "To Let" boards are removed once the property has been let and are not left up as long-term advertising features.

Participation in the Accreditation Scheme

The landlord agrees to display the current accreditation certificate at the property and accepts that the Accreditation Scheme partner organisations will need to share relevant information between them in the event of any complaint being made to one of them about the property or the management of the tenancy.

***Guide to repair timescales once a fault has been reported:**

24 hours - urgent, affecting health or safety (eg major electrical fault, blocked WC).
5 working days - urgent, affecting material comfort (eg hot water, heating or fridge failure, serious roof leak).
20 days - other non-urgent (eg furniture repair, retiling).

Please return this form, along with all paperwork and the registration fee (made payable to UWE, Bristol) to Accommodation Services, UWE Bristol, Frenchay Campus, Coldharbour Lane, Bristol, BS16 1QY.