

Landlord Code of Conduct

This document must be read and agreed by any landlords or letting agents wishing to join the accreditation scheme.



In partnership with

Canterbury Student Housing Accreditation Scheme

A Aims of the scheme

- The aims of the scheme are to encourage, acknowledge, raise awareness of and actively promote good management of student accommodation and to facilitate the integration of student households into the wider community.
- The scheme comprises an element of self-regulation and accordingly relies on a degree of goodwill and trust between landlords, tenants and the scheme operator.
- Signatories to the scheme must ensure that in addition to complying with the requirements of the scheme, they also comply with their legal obligations.
- The key requirements of the scheme are that:
 - The visual appearance of every dwelling externally, including any gardens and outbuildings, is not prejudicial to the amenity of the surrounding neighbourhood.
 - The physical condition of every dwelling internally is not prejudicial to the health, safety and welfare of the tenants.
 - The tenants are treated fairly and in accordance with the law.
- Compliance with the scheme will help to ensure that:
 - Landlords, tenants and community members enjoy the benefit of well-kept dwellings, competent management and considerate neighbourly behaviour.
 - Misunderstandings and disputes are reduced.

B Scheme operator's responsibilities

- The scheme operator will work in close partnership with landlords, Landlords' Associations and other key private rented sector stakeholders.
- The scheme operator will administer and monitor the scheme including undertaking compliance audits.
- Maintain a database showing accredited landlords and their houses.
- Be responsible for making decisions under the scheme, including suspension and revocation of accredited status.
- Provide general help and advice on the requirements of the scheme.
- Assist landlords to achieve and maintain accredited status.

- Publish on a public website the details of houses which belong to accredited landlords which are available to let to students, with links to the landlord or his letting agent.
- Actively promote the accreditation scheme to students in the area.
- Provide incentives to join the scheme.
- Regularly consult with accreditation scheme stakeholders and act positively on feedback.

C National tenancy deposit scheme

Landlords and their agents should be aware of the legal requirements for tenancy deposits that commenced in 2007. Deposits (if taken) must be held in accordance with these requirements.

The deposit must be protected by a Government authorised tenancy deposit protection scheme in accordance with Section 213 of the Housing Act 2004. The landlord must provide details of which scheme is being used, along with all prescribed information to the tenant within 14 days of the commencement of the tenancy, or as required by law. If the deposit is not registered with an appropriate and approved scheme then (a) the students may be able to recover from you any rent they have paid and (b) it will not be possible for you to serve a valid s.21 notice to obtain possession of the property.

D How the scheme operates

On application, landlords will:

- Be committed to partnership working.
- Provide the scheme operator with a full list of dwellings in the Canterbury area that are owned or managed by them and are normally let to students.
- Provide access to dwellings for the scheme operator or its agents to carry out audits.
- Ensure that all their dwellings meet the requirements of the scheme.
- Where a minority of a landlord's dwellings are not fully compliant, apply to the scheme operator for a concession and agree a dwelling upgrading plan to upgrade, within a reasonable timescale, any dwelling that does not fully meet the requirements of the scheme, and accordingly inform any existing or prospective tenants of this arrangement.
- Be prepared to attend training sessions or otherwise satisfy the scheme operator as to their knowledge of landlord/tenant law and property management practice.
- Be entitled to a right of appeal to an independent body, as specified by the scheme operator, for example by making suitable arrangements with the Independent Housing Ombudsman Service, if their application is rejected.

- Ensure that no person or group of persons applying to rent any accredited property will be treated any less favourably because of their race, colour, ethnic or national origin, gender, disability, appearance, marital status, sexual orientation or social status.

Accredited landlords

- On receipt of a landlord or letting agent's application to join the scheme, the scheme operator will ensure, as far as is reasonably practicable, that the landlord is responsible, competent and suitable to be a member of the scheme.
- Following satisfactory outcomes to some dwelling condition and management compliance checks by the scheme operator, landlords will be awarded the status of accredited landlord, as appropriately determined by the scheme operator, and the landlord's properties will then be displayed on the website.

Public Register

- The names of accredited landlords, as owners of houses, are a matter of public record, and are available for public reference.
- The name of the accredited landlord, or if different, the name of the person responsible for day-to-day management of each house will be available via the website.

Disciplinary matters

- Breaches of the requirements of the scheme will be referred to a specified independent multi-agency Review Panel, who will consider the nature of the breaches, the representations of the landlord, the tenants and any other relevant parties, and decide, if necessary, on an appropriate sanction.
- Accredited landlords who do not fulfil their dwelling upgrading plan obligations, will have the details referred to a review panel hearing, at which they will have the opportunity to make representations.
- Landlords who lose their accreditation status following the decision of the review panel will be entitled to make an appeal against the decision to an independent body specified by the scheme operator.
- Similarly landlords wishing to make a formal complaint about the operation of the scheme can do so to the same independent body. The scheme review panel will consider the findings and recommendations of the independent body and act on them accordingly.
- Landlords wanting to raise complaints about, or resolve disputes with, their tenants should refer them to the scheme operator. The scheme operator will seek a response from the tenant before advising the parties how it proposes that the matter should be dealt with. This might involve:

- Conciliation
 - Mediation
 - Arbitration
 - Formal investigation
 - Referral to another body
- Landlords who lose their accredited status will no longer have their properties displayed on the website or be eligible for any of the benefits of the scheme.
 - The review panel will consider the reinstatement of accreditation status if the landlord is able to demonstrate that following remedial action they are capable of meeting the requirements of the scheme.
 - Disciplinary action will be reported in an open and transparent way to demonstrate that the scheme is being enforced.

Approved Accommodation

- Details of all houses which are to be let to students by an accredited landlord are to be listed on the accreditation scheme website by the landlord either by completing an on-line form or by submitting a fully completed paper form to the scheme operator.
- The details of properties will be shown on line to students wishing to consider taking tenancies of the houses in question.

Definitions

- The scheme operator is a partnership comprising representatives of the following:
 - Canterbury City Council
 - University of Kent
 - Canterbury Christ Church University
 - University for the Creative Arts
 - Students Unions from each of the above institutions
 - Landlords and Letting Agents
- The review panel is made up of one council officer, one University representative, one student representative and one landlord representative.

- Landlords includes letting agents. A non-accredited landlord may employ an accredited letting agent to manage his house(s) but an accredited landlord must not employ a non-accredited agent to act on his behalf.
- Canterbury City Council will carry out day-to-day administration of the scheme on behalf of the scheme operator.

Fees and charges

- The scheme operator may make such reasonable charges as are necessary to recover from participating landlords the costs of running the scheme.
- The costs that may be recovered include the costs of staff employed and the costs of supporting, maintaining and hosting the website.

Requirements of the Landlord Accreditation Scheme

Marketing – commencement of tenancy

Landlords agree to:	<p>Provide prospective tenants with a copy of any contractual terms under which a dwelling is offered and, where requested, permit sufficient time, normally not less than 24 hours, within which to seek independent advice regarding those contractual terms.</p> <p>Receive any non-returnable deposit prior to the signing and completion of a letting agreement only if the accommodation is reserved for an agreed specified period and for which a receipt must be given. Any incidental costs likely to be incurred should be clearly stated in writing.</p> <p>A valid Energy Performance Certificate must be provided before the commencement of the tenancy with a new tenant or group of tenants. The certificate must be produced by a qualified Domestic Energy Assessor or Home Inspector.</p>
Utility etc charges (gas, electricity, telephone)	Clearly inform the tenant as to who is responsible for the payment of all utility charges and Council Tax and that this responsibility is accurately stated in the terms of the letting agreement.
Other service charges	Specify properly any service charges that are to be levied by the landlord, and make sure that such services and charges, and the method of arriving at such charges, are detailed in the letting contract.

Provide tenants with pre-tenancy information on the landlord's standard operating procedures.

Where transactions by bank transfer are made and where requested by a tenant, an account will be provided to the tenant at least annually for all monies demanded whether for rent, deposit, utility or service charge. Where transactions are undertaken in cash, a written receipt will always be provided by the landlord.

Letting agreements

Provide a proper written tenancy agreement.

Where a model tenancy agreement has been published for the purposes of this scheme, landlords should use the model or an alternative form of agreement that is substantially to the same effect.

Issue prospective tenants with a clear statement of the rent due to be paid, including the dates, amounts and method of payments due to be made during the contract.

State the name and current business address of the landlord/agent in the agreement together with the address and telephone numbers of any managing agent or person/s acting on behalf of the landlord.

Write the letting agreement in clear legible English containing no contractual terms in conflict with any statutory or common law entitlement of the tenant or the terms of this scheme.

Agreements must comply with guidance issued by the Office of Fair Trading on unfair contract terms (for example no excessive penalties for late payments, etc)

Where a fee is charged for arranging a letting agreement, then such fees and associated charges must not be excessive and prospective tenants must be clearly informed of this in advance.

Inventory

If a deposit is to be taken the landlord should, where possible, carry out a detailed inventory at check-in. The inventory will be checked on all pages by both parties and signed and dated by them on the last page. Where this is not possible, a draft inventory should be made available to any tenants to carry out and for the landlord to agree at a later stage. The scheme operator will provide advice on good practice in managing inventories if requested and provide a draft inventory on the website which can be utilised.

Carry out a proper check out inventory, if possible in the presence of the tenant. Both parties should agree the inventory check out before deductions are made from the deposit.

Anti social behaviour

Make sure the letting agreement includes a clause requiring the tenant not to cause a nuisance or annoyance, supplemented by clear house rules. The landlord agrees to use reasonable endeavours to achieve compliance. There should be a measured response in the light of the circumstances. Court proceedings would be a last resort. In cases where the Public Safety Unit become involved, the landlord will co-operate fully with the Council and the Police to resolve problems. The scheme operator will provide advice and guidance to the landlord on request. Landlords should take responsibility for keeping check on their tenants' behaviour if complaints are made.

Pre-tenancy repairs etc

At the pre-tenancy viewing stage the landlord or his agent will confirm in writing all repairs or improvements he undertakes to carry out. By the commencement of the tenancy or other date mutually agreed with the tenants all obligations on the part of the landlord in respect of repairs and dwelling maintenance and improvements must have been fully discharged.

New tenants are provided with details of the dwelling upgrading plan where the dwelling is subject to one.

Refuse collection

Landlords **must** inform tenants about the refuse collection arrangements for their street and must take active steps to ensure that there is no build-up of refuse occurring at any of their houses. Both tenants and landlords may be fined by the council if refuse is not stored and disposed of responsibly.

During the tenancy

Landlords undertake that:

Ensuring possession

Tenants will be permitted to occupy the property on the commencement date of the tenancy agreement/on the date rent first becomes payable.

New tenancies will not commence until the existing one has finished.

Access	<p>Where access is required for routine inspection/s or viewings, the tenants receive written notification of the date, time and purpose of the visit not less than 24 hours in advance or verbal notification not less than 48 hours in advance.</p> <p>Tenants' privacy is respected.</p>
Conduct	<p>Business is pursued by the landlord or his agent in a professional, courteous and diligent manner at all times.</p> <p>The landlord or his agent will not act in a manner that brings the accreditation scheme into disrepute.</p>
Scheme awareness	<p>The tenant will be told about the scheme at the commencement of the tenancy. The scheme operator will make the details of the scheme available through the website.</p>
Repairs and maintenance	<p>All dwellings will be maintained in a satisfactory state of repair.</p> <p>Under normal circumstances the following repairs completion performance standards should be achieved:</p> <p>Priority one – Emergency repairs: any repairs required in order to avoid a danger to health, risk to the safety of residents or serious damage to buildings or internal contents. The response time should be appropriate to the severity of the risk, but should in any case be within 24 hours of report of defect. In circumstances where this is not practicable, landlords will make best temporary arrangements. Examples of emergency repairs would be leaking gas or collapsing ceilings.</p> <p>Priority two – Urgent repairs: repairs to defects which materially affect the comfort or convenience of the residents – within five working days of report of defect, or as soon as contractors and parts can be obtained. Examples of urgent repairs would be problems with heating/hot water or problems with plumbing. In all cases of urgent repairs, the tenants should be kept up to date daily on the progress of the repair, until they are complete.</p> <p>Priority three – Non urgent day to day repairs: reactive repairs not falling within the above categories – within 28 working days of report of defect. Examples of this would be a microwave not working where there are other means of cooking (such as an oven and hob) or a dripping tap.</p> <p>With the exception of emergency repairs, the date on which the repair was reported to the landlord either in writing or verbally (notes should be made) shall be the start date for the repairs completion timescale.</p>

Decorative finishes that are damaged or disturbed during repairs are to be made good within a reasonable timescale.

The landlord will provide tenants with a point of contact in the UK, including a telephone number and, if possible an e-mail address, where repairs and other problems can be reported in case of emergency.

Planned programmes of repair/improvement and cyclical repairs programmes

Maintenance and servicing tasks which can be carried out in a planned and cyclical manner and which are the responsibility of the landlord, will be carried out with due regard to the convenience of tenants. In particular, this means carrying out works during the summer vacation wherever possible and avoiding the months of May and June when students normally study for examinations.

Visual appearance

Where contractors and trades persons are undertaking works in houses normally occupied by students, it is to be written into the contract that they remove all redundant components and debris from site within seven days of completion of works. The landlord agrees to remove same in default of the contractors within seven days of receiving notification from the scheme operator.

The landlord will arrange a regular lawn cutting and periodic garden maintenance service during the spring and summer, to ensure that the garden does not detract from the visual amenity of the area during the growing season, in particular during the periods when students are not in occupation. The landlord should make available to the tenants tools with which to keep the garden tidy if garden maintenance during term-time is not carried out by the landlord.

Within the landlord's responsibilities and reasonable endeavours the visual appearance of dwellings, outbuildings, gardens and yards and boundaries is to be maintained in a reasonable state so as not to detract from the visual amenity of the area. If the tenants' do not maintain the appearance of the dwelling and gardens, the landlord must take responsibility for doing so.

Furniture and storage space

All furnishings and furniture provided by the landlord are in satisfactory condition at the commencement of the tenancy and comply as appropriate with the Furniture and Furnishings (Fire) (Safety) Regulations.

Kitchen facilities

Each kitchen contains facilities for the storage, preparation and cooking of food which are suitable for the number of occupants using the kitchen, unless provided by the tenant.

The landlord or his agent will make every effort to verify that everything is complete and in full working order by inspecting and testing all equipment and facilities in the kitchen prior to the commencement of the tenancy.

Toilet and personal washing facilities

An adequate number of suitably located WC's, baths and/or showers and washbasins are provided with constant hot and cold water supplies as appropriate, which are suitable for the number of occupants as laid down in the council's published standards.

The landlord or his agent will make every effort to verify that everything is complete and in full working order by inspecting and testing all equipment and facilities in the bathrooms, shower rooms and toilets prior to the commencement of the tenancy.

Overcrowding

The council's room size standards shall be used for deciding the number of persons who may occupy each dwelling and landlords must use their best endeavours to prevent dwellings becoming overcrowded.

Health and safety

Landlords will arrange for:

Gas appliances and supply

Annual gas safety checks by a gas installer certified by the Gas Safety Register with copies provided to tenants (or put on display in the dwelling), made available to the scheme operator and given to new tenants on moving in.

Clear written instructions in the safe use of the central heating and hot water systems to be available in each dwelling. Standard models are available on the website.

Liquefied gas, paraffin heaters and appliances

Portable bottled gas or paraffin heaters will not be provided as a heating source.

Oil fired heating systems to be serviced in accordance with the manufacturer's recommendations.

Electrical installations and appliances

All electrical installations provided by the landlord to be inspected, by a competent electrician in accordance with the current relevant legislation at least every five years, including a full periodic inspection report showing all the test results and stipulating the timescale within which the next safety check should be carried out.

All components used in electrical wiring installations and repairs must comply with the relevant International Standards and all appliances must be installed in accordance with manufacturer's instructions and in accordance with part P of the Building Regulations.

Reasonable steps to be taken to ensure that all electrical appliances provided under the terms of the tenancy are functioning effectively, in accordance with manufacturers' operational limits, and in a safe manner. Portable Appliance Testing (PAT) would be one satisfactory method of ensuring this.

Appliances to be regularly visually inspected for wear and tear and any defects remedied.

Instructions in the safe use of all electrical appliances (including cookers, space and water heaters) should be provided to the tenant at the commencement of the tenancy verbally or in writing to avoid misunderstanding.

Lighting and ventilation	All dwellings to be provided with adequate natural and artificial lighting and ventilation. This means all rooms used for sleeping accommodation must have windows which open direct to the external air and not be obstructed by, for example, conservatories or other structures.
Energy efficiency	<p>All dwellings to be provided with a reasonable level of energy efficiency measures and to include as a minimum energy efficient light bulbs, hot water tank and exposed pipe lagging and adequate insulation to roof void areas where appropriate. "Adequate" means not less than 100mm of mineral fibre insulation but ideally 250mm or more.</p> <p>Energy efficiency improvements such as cavity wall insulation, loft insulation, double-glazing, etc to be incorporated, wherever practicable, into refurbishment schemes.</p>
Space heating	All dwellings to be provided with adequate and suitable space heating. Efficient and economic fixed heating appliances, or a controllable central heating system, are required to be provided in principal rooms or bedrooms, with suitable provision for other rooms.
Fire safety	All dwellings to be provided with mains operated interlinked smoke alarms, suitably sited, with a heat detector in the kitchen.
Security measures	External doors and frames to be secure and fitted with a secure locking system.

Ground floor and upper storey windows accessible from ground level are to be of sound construction and resistant against unauthorised entry.

If present burglar alarm systems to have a 20 minute cut out and a key holder nominated.

Hygiene and waste disposal All dwellings to be provided with an **empty** wheelie bin at the commencement of the tenancy (or other suitable refuse disposal facilities sufficient for the number of occupants), as advised by the council's cleansing team. If there is a need for more than one wheelie bin at a particular property the landlord may be required to purchase a second bin from the council.

Tenants to be provided with written information telling them about the refuse collection arrangements in the locality. In particular tenants need to know:

- What types of refuse can be put in bins and sacks
- What days collection takes place
- Where to take other recyclable refuse, eg glass
- How and where to dispose of bulky items

Reasonable steps **must** be taken to enforce all tenancy agreement clauses relating to proper refuse disposal. Landlords are ultimately responsible in law for dealing with the tenants and their refuse if any complaints are made.

At the end of the tenancy

Landlords will ensure that:

Deposits are administered efficiently and reasonably by the landlord or their nominee in full compliance with the requirements of Section 213 of the Housing Act 2004, and are not withheld for any purpose other than that for which they were levied.

The tenancy agreement specifies:

- How the deposit must be registered
- By whom
- What the deposit is held for
- The maximum period after the end of the tenancy by which the deposit will have been returned in the absence of any dispute.

- How any disputes over the deposit will be dealt with by the chosen authorised tenancy deposit scheme administrators.

Tenants are issued with clear written guidelines regarding the standard of cleaning and other arrangements for bringing the tenancy to an end so as to avoid misunderstandings regarding the standard of cleanliness and condition of the dwelling expected at the end of the tenancy. Such guidelines should not contain any excessive, unfair or unreasonable charges or requests. A standard form will be made available by the scheme operator via the website.

All deposits (or balances on deposits) shall be returned to tenants within the timescale set out in the Tenancy Deposit Scheme guidelines or an explanation provided as to why a variation may need to be the case. If any deductions are due, an explanation should be made in writing and agreed with the tenants. If deductions are to be made and are agreed by both parties receipts should be provided to the tenants.

Applications of the scheme to letting agents

1. Letting agents shall be entitled to apply for accredited letting agent status and the scheme shall apply to a letting agent in the same way as it applies to a landlord except for the following matters.
2. **On application, letting agents will:**
 - Be committed to partnership working.
 - Provide the scheme operator with full lists of dwellings in the Canterbury area that are (a) fully managed by them, (b) let through them or (c) have the rent collected by them and are normally let to students.
 - Take steps to require the owners of all dwellings on lists (b) and (c) above to apply for and achieve accredited landlord status within twelve months.
 - Letting agents may manage dwellings on behalf of non-accredited landlords if the agreement between them permits the letting agent to provide a comprehensive property management service sufficient in all respects for the letting agent to comply with the terms of the accreditation scheme.
 - Letting agents should make it clear to tenants at the outset if the house they are renting is not accredited.
 - Provide access to dwellings for the scheme operator or its agents to carry out audits.
 - Ensure that all dwellings handled by them meet the requirements of the scheme.

- Where a minority of an agent's dwellings are not fully compliant, apply to the scheme operator for a concession and agree a dwelling upgrading plan to upgrade, within a reasonable timescale, any dwelling that does not fully meet the requirements of the scheme, and accordingly inform any existing or prospective new tenants of this arrangement.
- Where a dwelling requires more than minor upgrading to meet the requirements of the scheme, agree with the scheme operator a schedule of works to be carried out and refrain from re-letting the dwelling until those works have been carried out to the satisfaction of the scheme operator.
- Be prepared to attend training sessions or otherwise satisfy the scheme operator as to their knowledge of landlord/tenant law and property management practice.
- Be given the reasons in writing if their application is unsuccessful.
- Be entitled to a right of appeal to an independent body, as specified by the scheme operator, for example by making suitable arrangements with the Independent Housing Ombudsman Service, if their application is unsuccessful.

3. **Accredited letting agents**

- On receipt of an application for accredited letting agent status, the scheme operator will ensure as far as is reasonably practicable, that the letting agent is responsible, competent and suitable to be a member of the scheme. In most instances, letting agents will be awarded provisional accreditation status on first application, with a final decision being made after twelve months.
- The scheme operator will explain the requirements of the scheme, the methods of checking compliance and agree with the letting agent an action plan for achieving the required standards.
- Following successful application, interview and satisfactory outcomes to some dwelling condition and management compliance checks by the scheme operator, letting agents will be awarded the status of accredited letting agent, as appropriately determined by the scheme operator.

4. **Public Register**

- The names of accredited landlords, as owners of houses, are a matter of public record, and are available for public reference.
- The name of the accredited landlord, or if different, the name of the person responsible for day-to-day management of each house will be available via the website.

Complaints

Landlords undertake to:



Have a procedure for dealing with complaints, which is provided upon request to each tenant at the start of the tenancy, or attached to the tenancy agreement, that makes clear:

- The purpose of the complaints procedure
- How the complaint should be made
- How and by whom it will be considered
- How long it will take

The procedure should aim to resolve complaints quickly and fairly so that a line can be drawn under them and the parties can move onto a more constructive relationship for the remainder of the tenancy.

The scheme operator will provide advice on appropriate complaints procedures and make it available via the website.

Stage one

The procedure has the following stages. The intention is to resolve complaints as early as possible, ideally at stage 1. The later stages should be available if this is not possible.

Stage two

Internal. Discussion between landlord and tenant using the landlord's complaints procedure. Where a landlord has a few dwellings that they look after themselves, the complaints procedure can be very short and straightforward. Larger organisations and landlords with more dwellings may need to have more stages in a more formal process.

Stage three

Scheme operator. If the complaint is not resolved at stage one, it will be referred to the scheme operator's review panel. Both parties will have the opportunity to present their case in person.

Independent body. If the complaint is not resolved at stage two it will be referred to an independent body such as the Independent Housing Ombudsman Scheme.

Good practice:

- Complaints may be made orally or in writing to the landlord, but if the landlord cannot resolve them they must be put in writing so that they can be considered externally.

- However made, complaints should be formally recorded in writing by the landlord so their progress can be tracked.
- The complaints procedure should be completed as quickly as possible to minimise the damage to the landlord-tenant relationship.
- Landlords are encouraged to join the Independent Housing Ombudsman Scheme in order that any complaints or disputes, which fail to be resolved within the scheme, can be referred to the Ombudsman for his consideration.

Important notes

The scheme operator reserves the right at any time to amend the content of the scheme or its operation subject to consultation with the relevant parties.

Members of the scheme agree to comply with and accept that amendments to the content and or operation of the scheme can be made by the scheme operator subject to consultation with the relevant parties, whereupon members of the scheme will be notified of any changes.

The scheme operator does not have control over the management or condition of the dwellings covered by the scheme and therefore cannot be held responsible or liable for them.

Landlord declaration and consent

I confirm that, to the best of my knowledge, all relevant furniture, furnishings and other goods supplied within the property comply with the Furniture and Furnishings (Fire Safety) Regulations (as Amended).

I confirm that I have obtained (or will obtain before tenants move in) a periodic inspection report of electrical installation that should be done by a suitably qualified engineer every five years.

I confirm that I have obtained (or will obtain before tenants move in) a Gas Safety Certificate from a Gas Safety Register engineer that confirms all gas appliances within the property are safe to use. A new certificate will be obtained every year.

I agree to keep all relevant documentation and certificates available for inspection by tenants and the accreditation scheme as required.


I can confirm that any deposit taken will be dealt with in accordance with the Tenancy Deposit Scheme as outlined above.

I hereby give my consent to Canterbury City Council holding and retaining personal information about me and the properties which I am seeking to register on the website. I consent to the address and other details of my properties being listed on a public register. Contact details of the landlord or agent may be shared with third parties.

Important: The information given in my application for accreditation will be stored on a computer database. The information may be used in connection with any Council matter that affects me. It may also be shared with the University of Kent, Canterbury Christ Church University, University for the Creative Arts, Student Unions and the tenants living within the property. Personal information will not be sold or passed on to third party commercial organisations.

I undertake to abide by all other conditions of the scheme as set out by the Code of Conduct, and to supply any reasonable information required in connection with the property.

I accept or I decline



For more details visit
www.canterburystudenthousing.org.uk or e-mail
studenthousing@canterbury.gov.uk