

Student Accommodation Centre

Landlord Charter

Student friendly property management has become an increasingly important issue for your prospective tenants. This charter has been drawn up to assure students that landlords whose properties are advertised by the Student Accommodation Centre are committed to principles of good management.

The charter details the level of service you can expect from the Student Accommodation Centre and what we and our students can expect from you. Although the Landlord Charter is not a legal document, it shows a commitment to us that you are offering a safe and student friendly management service.

You should have two copies of the charter; one for your records and one to sign and return to us so that we can keep it with your registration details.



Elaine Henson
Student Accommodation Centre Manager

You can expect us to:

- offer you a friendly and informative service.
- offer support if you have problems with tenant behaviour.
- offer advice should you have problems with the collection of rent.
- maintain an accurate record of your property on Studentpad in line with your instructions.
- do our utmost to encourage all students to use the Student Accommodation Centre for their housing needs.
- promote your property as 'University approved' to all students.
- explain all of our safety requirements and how our service is operated.
- discuss the overall trends of the student housing market as based on our experience and information available within the University.
- retain the necessary documents to ensure the property maintains the necessary standard.

We expect you to:

- ensure that all documents, tenancy details and the necessary safety certificates are stored as legally required.
- manage the property effectively.
- have the necessary planning consent and/or consent from your lender to be able to let the property as a house in multiple occupation and be able to produce evidence of such if required.
- not charge students a fee for signing a contract for your property.
- only introduce tenants who have applied through the Student Accommodation Centre website to a safe and suitable property that has been graded and advertised by us.
- explain clearly the implications of the signed contract, including the length of tenancy and any liabilities. Tenants must be given a copy of their signed agreement.
- provide an inventory for students to check at the start of the tenancy and to confirm the condition of the accommodation at the end of tenancy.
- consider, if at all possible, releasing a tenant from a contract if they have left University.
- consider, if at all possible, releasing a tenant from a contract subject to a replacement tenant signing a new Tenancy Agreement.
- ensure that the property is clean and ready for the tenant to move into on the start date of the Tenancy Agreement, whether a discounted summer rent or full rent is being charged.
- liaise closely with tenants regarding any work which needs to be carried out during the tenancy and obtain their prior approval/agreement.
- enter the accommodation only after having provided at least 24 hours notice, preferably in writing, except in the case of an emergency.
- attend to all reported problems promptly; within 24 hours in an emergency, or within a maximum of 7 days for more routine problems. If a problem cannot be resolved within this period, tenants should be given a date by which the work will be completed.
- endeavour to deal with any anti-social behaviour by your tenants that causes a nuisance for other tenants or neighbours.
- accept responsibility for reasonable cleaning at the end of the tenancy and make an allowance for fair wear and tear.
- ensure all deposits collected are protected by one of the 3 government Tenancy Deposit Protection schemes. If deposits are not collected and invoices are raised, proof of invoice and repair should be given to the tenant(s).
- return deposits within one month of tenant(s) vacating the property or the tenancy agreement terminating or expiring. Any deductions from the damage deposit should be fully explained to the tenant and supported by documentation i.e. contractor invoices.
- contact the Student Accommodation Centre promptly when rooms have been let to update regularly on Studentpad. Advertisements will 'drop off' at the end of every 2 month period unless landlords notify us that the property is still available.
- ensure the Student Accommodation Centre always have the Landlord's current contact details.
- not discriminate against any student group or individuals, either directly or indirectly on the grounds of gender, race, colour, disability, religion, age, occupation, marital status or sexual orientation.
- ensure tenants have the necessary property information pack at the beginning of their tenancy.
- ensure that the Property complies with all statutory requirements and is safe without risks to health and also complies in all respects with the applicable health, safety, anti discriminatory and planning regulations, British and European standards governing fire safety, prevention measures and precautions, the use of gas and electricity, also gas and electric appliances, the use and labelling of soft furnishings, the use of safety signs, signals, the condition of lifts and structural safety (together "the Safety Regulations").
- ensure, by regular maintenance, inspection and other appropriate measures, that the Property continues to be safe and without risks to health and continues to comply with all applicable Safety Regulations. Also notify the University immediately if the Property no longer complies with any of the Safety Regulations.
- Ensure that the Student Accommodation Centre is provided with up to date safety certificates at all times. The advert will automatically cease once the date of the certificate has ceased.

Signed:..... Print:.....

Date:.....