

CODE OF STANDARDS FOR LANDLORDS OF PRIVATE RENTED ACCOMMODATION OFFERING PROPERTIES THROUGH THE UNIVERSITY

Thank you for offering accommodation to Roehampton University students.

Advertising accommodation to Roehampton students through the University Accommodation Office will require you to adhere to the terms set out below. The aim is to ensure that the security and welfare of the student is maintained at all times to an acceptable standard and to minimise any potential risks to the student's safety.

The academic year begins in September and runs through to June; it is divided into 3 terms, with a break at Christmas and Easter.

Students tend to source their accommodation from February through the summer and into September. After which the demand falls away with a small number of students still searching for accommodation. Roehampton attracts both UK and international students; some come for the full academic year while others come for a short period sometimes for one month only. We would therefore encourage landlords to consider offering flexible contracts and both long and short-term lets.

It is recommended landlords become accredited under the London Landlord Accreditation Scheme (LLAS). Please contact the Council's Environmental Health Department on 020 8871 6171 for more information or visit the LLAS site www.londonlandlords.org.uk

CORGI Gas Certificate

If any gas appliance, including cooking and heating equipment, is installed in the property you must provide a current CORGI Gas Safety certificate for each property that is to be registered

HMO Licenses

It is now mandatory under the Housing Act 2004 that any property that consists of 3 or more habitable stories and is occupied by 5 or more people in two or more households should be issued with a HMO (House of Multiple Occupancy) licence. For licensing purposes a household refers to members of the same family living together and couples who live together (whether or not they are married). A group of friends (i.e. students) sharing does not constitute a single household. For further details on HMO licensing please contact your local council.

Any property that is deemed a HMO under the above criteria must be licensed to advertise with the University.

Deposit Protection Schemes

Under the Housing Act 2004 all deposits taken must be protected by a government recognised deposit protection scheme. There are currently three companies that offer these schemes. The Deposit Protection Services (The DPS), Tenancy Deposit Solutions Ltd (TDSL) and the Tenancy Deposit Scheme (TDS). For further information you can visit the following website http://www.direct.gov.uk/en/TenancyDeposit/DG_066391

Any landlord advertising with the University, that wishes to take a deposit from student tenants, must be a member of one of the above schemes. These are the only ones that are government recognised and so therefore acceptable to the University.

Letting Agreement

1. Prospective student tenants must be provided with a copy of the contract relating to the property that is to be let.
2. The contract must provide the student details of the rent, length of stay and notice period. It must also contain a list of services included in the rent (if any) such as utility bills, cleaning, gardening, meals etc...
3. You must also detail clearly which services and amenities are provided such as WC, bathing and kitchen facilities. If so are there any restrictions e.g. en suite facilities for the sole use of one room?
4. If a deposit is required, you must state how much and by which deposit protection scheme it will be protected.
5. You must provide an inventory to the student.

Repairs & Maintenance

1. The property must be in good repair and all the building components including gas, water and electrical installations must be properly maintained and work as designed.
2. All repairs to be carried out within a reasonable time (14 days) and emergency repairs within 48 hours. If it is likely that the repair cannot be completed within this timescale, the students are to be kept informed as to predicted finish date.
3. Students are entitled to privacy and quiet enjoyment of their accommodation. If the owner/landlord requires access then 24 hours notice of any works to be carried out on the premises must be given. Exceptions are emergency work, which require immediate attention where notice would be impractical. Access without 24-hour notice is only acceptable with the permission of the students.
4. The landlord must make good after such works and remove all waste materials

Health & safety

1. You must ensure that the property is fitted with working smoke alarms on each floor and that these are checked each month and a record of the check made.

2. All furnishings and furniture is to be in a clean and reasonable condition and furnishings must be flame retardant and comply fully with the Furniture and Furnishings Fire Safety Regulations 1988.
3. If the student's bedroom door has a lock it should allow for them to open the door from inside the bedroom without the use of a key (i.e. thumb turn lock), so in the event of a fire the student is able to easily exit their bedroom.
4. External doors should be of a strong, solid and safe construction, and fitted with a five-lever mortise deadlock conforming to BS 3621. The doorframes should be strong and well secured to the jambs.
5. Ground floor windows and accessible upper floor windows must be capable of being securely shut. Advice on appropriate window locks can be obtained from Crime Prevention Officers at the local police station, as styles do vary.
6. Under the London Local Authority Act 1991 an intruder alarm system (if fitted) must have a 20-minute cut out and 2 nominated key holders registered with the police and the local Council.
7. Hedges around external doors and windows should be kept trimmed low wherever practical to avoid providing screening for burglars.

Accommodation Standards

1. Decent Homes Standard

All Properties should meet the Decent Homes standard and be free from Category One hazards. More information on the hazards and standard can be found by contacting your councils Environmental Health Department or visiting <http://www.communities.gov.uk/publications/housing/housinghealth>

2. Room Sizes

As the property is occupied by students, where possible, bedrooms should have a minimum of 10.2m² (110 sq.ft) as a single or 15m² (160 sq.ft) as a double. If this is not possible alternative arrangements should be made to provide students with a suitable place to study.

3. Natural Lighting

All habitable rooms shall be provided with an area of clear glazing in an external wall situated in either a window and/or a door, equivalent in total area to not less than one-tenth of the floor area of the room. All glazing to bathrooms and/or WC compartments shall be obscure.

4. Artificial Lighting

All of the letting must be adequately lit by electricity, with light switches fitted at suitable locations to safely operate the lighting.

5. Ventilation

A window opening directly to the external air shall ventilate all rooms used for sleeping or living. The opening area should be a minimum of one-twentieth of the floor area of the room. Kitchens, bathrooms and WC compartments shall be provided with adequate natural or mechanical ventilation. Humidistat controlled extractor fans with heat exchangers are recommended for use in all kitchens and bathrooms in order to combat condensation.

6. Personal Washing and Toilet Facilities

The property must have an internal WC, bath/shower and a wash hand basin. The bathroom and WC must be located so as to be readily accessible to the tenants. Not more than 5 people should share one WC or bathroom. The bath/shower and basin must be connected to a supply of hot and cold water. All the amenities must be connected to an effective drainage system.

7. Drinking Water

A supply of cold running water suitable for drinking purposes shall be provided for the use of all occupants. The kitchen water supply should come directly off the rising main.

8. Kitchen Facilities

No more than 5 people should share a kitchen. The kitchen must have a minimum of

- A cooker or hob with three or four rings or hot plates together an oven.
- A fridge or fridge/freezer with a minimum capacity of 0.13m³ (per occupant) and a food storage cupboard with a minimum capacity of 0.3m³ (per occupant).
- An impervious work top not less than 1.0m x 0.6m preferably situated adjacent to the sink and/or cooker.
- A sink complete with constant supplies of hot and cold water and properly connected to a mains drainage system.
- A covered bin for storage of kitchen waste.
- A minimum of two double 13 amp power sockets suitably sited to permit the safe use of all appliances.

9. Space Heating

All rooms used for sleeping or living must have fixed space heating appliances capable of maintaining the room temperature at 18° C (65° F) when the external air temperature is minus 1° C (30° F). Consideration should be given to energy efficiency matters when refurbishing / upgrading a heating system e.g. by use of a combination or condensing boiler, thermostatic radiator valves etc. Portable paraffin or oil fired heaters (except sealed radiators) and liquefied petroleum gas using appliances are not acceptable.

10. Free from Dampness

Throughout the tenancy the landlord should take steps to ensure the letting is free from

- Rising dampness
- Penetrating dampness
- Interstitial condensation (i.e. condensation between two surfaces)
- Surface condensation
- Any mould growth and mildew

11. Electrical

Each Bedroom and living room shall have a minimum of four 13amp sockets (i.e. 2 double sockets). Where primary heating is provided by electrical heaters an additional 13amp socket is needed unless the heater is wired into its own fused outlet. In addition to any necessary fused outlet for heaters or cookers each kitchen shall have a 13amp

socket for the refrigerator, a 13amp socket for an electrical kettle and at least four other 13amp sockets (six sockets in total). The number of sockets is calculated to cater for the minimum number of appliances which could reasonably be expected. Too few sockets will lead to risks of electrocution, fire and failure of the system.

12. Boiler

A boiler in a bedroom is a potential risk to the occupant of that room in terms of fumes and combustion, advice from a CORGI registered contractor must be sought to ensure that it meets the required standard for health and safety. Where boilers have been installed in the bedroom, a Carbon Monoxide Monitor with alarm should be installed.

13. Drainage Systems

The property must have an adequate and effective drainage system for taking foul, waste and surface water away.

Insurance

The landlord must have adequate and appropriate insurance for the property and its (landlord owned) contents. Insurance policies should recognise that the property is to be let to students.

Environment

1. Landlords to display normal day of refuse collection and student to ensure that the refuse is disposed of regularly.
2. It should be agreed as to who is responsible for cleaning the common areas i.e. kitchens, bathrooms, halls and staircases.

We would welcome a broad range in the lettings offered to the students and would encourage single tenancies with respect to the tenant and not just a group of tenants (joint & several liability). If considering single tenancy then ideally the rent should include all utility bills with the exception of council tax for home students.

Disputes and Complaints

Landlords should maintain a professional, courteous and respectful manner when dealing with any complaint or dispute. On receipt of a student tenant complaint we would advise that a written response is issued within 15 working days and the landlord should wherever possible endeavour to resolve a dispute within a reasonable period of time (i.e. 20 working days).

Advice & Guidance

[Contractual](#) arrangements in the letting of accommodation will be between the owner/landlord and the student tenant [and the University will not be a party to such arrangements nor accept any liability under such contracts.](#)

Owners/landlords are advised to seek any legal advice they require from their own solicitors, particularly relating to tenancy laws and serious disputes.

<u>Organisation</u>	<u>Contact Details</u>
<u>Roehampton University Accommodation Office</u>	e-mail: accommodation@roehampton.ac.uk tel.: 020 8392 3405 http://www.roehampton.ac.uk
<u>Wandsworth Council - Environmental Services</u> Information on standards in rented accommodation including fire safety in 'houses in multiple occupation'. Also on Trading Standards, Crime watch, Noise, Food Safety & Standards and Health & safety	PO Box 47095, London, SW18 9AQ e-mail: esd@wandsworth.gov.uk tel.: 020 8871 6127 http://www.wandsworth.gov.uk
<u>Wandsworth Council - Tenancy Relations</u> Advice on landlord and tenant disputes and problems	17-27 Garratt Lane, London, SW18 e-mail: housingadvice@wandsworth.gov.uk tel.: 020 8871 6840 http://www.wandsworth.gov.uk
<u>London Borough of Richmond Upon Thames – Environmental Health Residential Services</u>	Housing Services, Residential Team. Room 118, Civic Centre, 44 York Street, Twickenham TW1 3BZ Email: residentialeh@richmond.gov.uk Tel: 020 8891 7857 http://www.richmond.gov.uk/housing
<u>CORGI (The Council for Registered Gas Installers)</u> Advice on standards, registered installers and gas safety	1 Elmwood, Chineham Park, Crockford Lane, Basingstoke Hants, RG24 8WG tel.: 0870 401 2300 www.corgi-gas-safety.com
<u>DTI (Department of Trade & Industry)</u> Wide range of advice and publications including furniture and furnishings fire safety regulations and home safety	http://www.dti.gov.uk/homesafetynetwork/ http://www.dti.gov.uk/ccp/
<u>NICEIC (National Inspection Council for</u>	Vintage House, 37 Albert Embankment,

<p><u>Electrical Installation Contracting)</u></p> <p>Advice on standards and installers for electrical installations and equipment and guide for landlords</p>	<p>London SE1 7UJ</p> <p>tel.: 020 7564 2323</p> <p>www.niceic.org.uk</p>
<p><u>Department of Communities and Local Government (DCLG)</u></p> <p>Fire Kills web site and publications giving excellent advice on fire safety and fire evacuation. Also Information on legislation and proposals affecting private sector housing including tenancies.</p>	<p>Department of Communities and Local Government, Ashdown House 123 Victoria Street London SW1E 6DE</p> <p>Tel: 020 7944 4400</p> <p>Fire safety website: http://www.firekills.gov.uk/ Website: http://www.communities.gov.uk/</p>
<p><u>Southern Private Landlords Association</u></p> <p>SPLA London is the only organisation solely representing London landlords. They have been supporting and protecting landlords in the South East for over 30 years and are pleased to be working together with Roehampton University for the benefit of both landlords and students.</p> <p>SPLA hold branch meetings with key-note speakers in SW London at which Roehampton landlords can be kept informed of current legislation and network with other landlords. SPLA also provide a comprehensive range of landlord benefits, from free Helpline and Landlord Handbook to publications, workshops, discount schemes for insurances and decorating materials, etc. SPLA were founder members of the National Federation of Residential Landlords (NFRL) and continue to support them in the interests of all landlords.</p>	<p>SPLA PO Box 2883 Brighton East Sussex BN1 1PB</p> <p>Tel: 0845 4569313</p> <p>Website: http://www.spla.co.uk</p>
<p><u>The National Federation of Residential Landlords (NFRL)</u></p> <p>The National Federation of Residential Landlords is the national voice of private landlords' associations.</p>	<p>Executive Office, PO Box 4840, Wimborne, BH21 3WZ</p> <p>Tel.: 0845 4560357</p> <p>Email: infor@nfrl.org.uk</p> <p>Website: http://www.nfrl.org.uk</p>
<p><u>London Landlord Accreditation Scheme</u></p> <p>London based accreditation scheme offering one day courses in property management to ensure landlords comply with legislative duties.</p>	<p>Jessica Alomankeh- LLAS Coordinator Environmental Health, London Borough of Camden</p> <p>Email: LLAS@camden.gov.uk</p> <p>Tel: 020 7974 1970</p> <p>LLAS postal address:</p>

	LLAS C/o Environmental Health Team Town Hall Extension Argyle Street London WC1H 8EQ http://www.londonlandlords.org.uk/
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If you do not comply with the terms stated above or we think that you have in any way misled us or the students with information provided, then we can de-register you. We can also ensure that you are prohibited from further advertisement with us or other Universities in the area.

Please be aware that we can only advertise properties that you have registered with us. If you use the University advertisement system as a means to fill spaces in properties that are not registered with us and we become aware of this practice then we will remove your details and you will no longer be allowed to advertise with us.

If you require further information please do not hesitate to contact the Off Campus Accommodation Office.

Accommodation Office
Lawrence Building
Froebel College
Roehampton Lane
London SW15 5PJ

Tel: 0208 392 3166
accommodation@roehampton.ac.uk