



Terms & Conditions, & Code Declaration for Agents Accreditation

2024 - 2025

Manchester Student Homes is a non-profit organisation owned and managed by The University of Manchester and Manchester Metropolitan University. As part of our service we operate an accreditation scheme. Members of this scheme have exclusive access to advertising and promotion through the only source of university approved accommodation. The universities refer all housing enquiries directly to Manchester Student Homes and we are the only service recommended to students. In return for this, members commit to the Agent Code. We seek to enforce the Agent Code through inspections of property, paperwork, management practice, and by investigating complaints.

In signing this declaration you will become a member of our accreditation scheme until and the end of the 2025-2026 academic year, and will commit yourself to compliance with the provisions of the Agent Code.

You must read the Agent Code in full and ensure that you can comply with its provisions before joining our accreditation scheme.

As members of the university accreditation scheme, agents are expected to conduct their business in the spirit of fairness, professionalism and good service. Membership of the accreditation scheme is at the discretion of Manchester Student Homes.

Agents will be subject to our code enforcement procedures from the point of registration until the end of the academic year for which they are accredited. Manchester Student Homes reserves the right to make any enforcement action public.

Joining the Accreditation Scheme

To join the accreditation scheme and advertise on the Manchester Student Homes website you must agree to the following Terms and Conditions of Service and sign the Code Declaration.

Terms and Conditions of the Manchester Student Homes Service

Adherence to the terms of the Agent Code is compulsory for all agents registered with Manchester Student Homes.

All advertisements are accepted at the discretion of Manchester Student Homes.

Information provided on all adverts must be honest and correct at all times.

Once your advert has gone live you will have to advise Manchester Student Homes in writing of any required changes to your adverts or properties.

In order to maintain the integrity of the advertising list, if an Agent no longer has any availability they should contact Manchester Student Homes to inform them so that the advert can be updated or removed. Failure to do so could put future registrations at risk.

By registering with Manchester Student Homes, you are consenting to your details being held on an internal database. Manchester Student Homes will, if requested, pass these details onto legitimate third parties and statutory bodies. Manchester Student Homes will also use this information to send you details of products and services from carefully vetted companies; however, we will never pass your details on to these companies.

Agents must not approach tenants or display unauthorised publicity material within 100 metres of the Manchester Student Homes office, nor on any Greater Manchester university or college campus or students' union that is affiliated with Manchester Student Homes without prior permission. Such behaviour will result in the withdrawal of accreditation with immediate effect.

Manchester Student Homes reserves the right to use images of properties on social media networks for the purposes of promoting either the property in particular or the Manchester Student Homes service in general.

Manchester Student Homes accepts no liability whatsoever for published errors where those errors have been copied from a registration form, an accommodation details form or where the details have been entered via the online registration system.

Under no circumstances will Manchester Student Homes be held liable for any consequential or indirect damage, loss of income incurred by the owner or any third party, howsoever caused.

Your Details

This form should be completed by the person who will have ultimate responsibility for compliance with the Agent Code. This is usually either the director or the senior manager in the agency.

Name:	
Company Name:	
Telephone:	
Mobile:	
Email Address:	
Address:	

Fees & Retainers

In order to ensure you comply with the Consumer Protection Law for Letting Professionals please provide us with details on where you host your information on fees, charges and any attached terms and conditions.

International Friendly Standard (IFS)

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Please tick here if you would like to apply for the IFS

Applicants must meet following criteria:

- NO requirement for UK based guarantors
- NO full rent required upfront for the year, unless this is the students' preference (termly or at most bi-annual instalments should be available)
- Simplified and fair booking procedures for students to access from overseas
- Fair & easy to understand contracts with clear information on any additional fees or charges provided
- Orientation information to the accommodation and the area
- A Commitment to engage with and promote the International Society and International Departments to student tenants

More information on the IFS, including the benefits can be found in the Agent Accreditation pack.

Professional Association Membership

Agents agree to hold membership to at least one of the following professional associations (please tick as applicable):

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ARLA

☐

RICS

☐

NALS

☐

TPOS

☐

NAEA

☐

NRLA

☐

Other (please specify) _____

Redress Schemes

Agent must be a part of a redress scheme (please tick as applicable):

☐

The Property Ombudsman

☐

Property Redress Scheme

☐

Not applicable

Code Declaration

I have read and understand the Manchester Student Homes Agent Code and hereby commit myself to compliance with all of its provisions, as they relate to:

- Advertising Standards
- Property Standards
- Management Practices
- Code Enforcement
- Terms and Conditions of the Manchester Student Homes Service

I also understand that the period of time covered by this declaration is 1 October 2024 to 30 September 2026 and that Manchester Student Homes may request copies of any paperwork relating to my management practices and/or carry out a physical inspection of my properties during this period.

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Please tick here to declare

Name:	
Signature:	
Date:	

Please return this form to:

penny.chan@manchester.ac.uk

MSH Pod, University of Manchester Students' Union, Oxford Road, Manchester, M13 9PR.

Tel: 0161 275 7680 email: manchesterstudenthomes@manchester.ac.uk

Web: www.manchesterstudenthomes.com

Privacy Notice

MSH Pod,
University of Manchester Students' Union,
Oxford Road,
Manchester,
M13 9PR.

Tel: 0161 275 7680

Email: manchesterstudenthomes@manchester.ac.uk

Manchester Student Homes is part of the Directorate for the Student Experience at The University of Manchester. This privacy policy explains how we use any personal information we collect about you when you use this website.

What information do we collect about you?

We collect information about you when you register with us and join the Manchester Student Homes accreditation scheme and to purchase products and services from us. We also collect information when you voluntarily complete customer surveys and/or provide feedback.

If you contact us, we may keep a record of that correspondence.

The data we collect:

- Identity and contact details, including names, addresses, telephone numbers and email addresses. This also includes the information of anyone that you nominate to act on your behalf.
- Details of properties that you let out, including property addresses, property facilities and rents and any certificates we require under the terms and conditions of the accreditation scheme

How will we use the information about you?

The information you provide will be used to:

- Advertise your property on our website and in other formats, providing prospective tenants with details of the accommodation you offer and the means of contacting you.
- To deal with any complaints made under the accreditation scheme.

Manchester Student Homes works closely with the local authority, Greater Manchester Police, Greater Manchester Fire and Rescue Service, and other organisations in the student housing sector and your data may be shared with these organisations for the purposes of enforcing various aspects of the Code of Standards or, if requested, pass your details onto legitimate third parties and statutory bodies.

Manchester Student Homes will also use the information to send you details of products and services from carefully vetted companies; however, we will never pass your details on to these companies. Information about the student housing sector will also be sent as and when required.

Why we collect data and the legal basis for processing your personal data

We must tell you why we collect and hold information about you.

We must also have a legal basis before we are allowed to collect or process your personal data. Processing personal data includes recording, storing, altering, using, sharing or deleting data. We only need one of these “gateways” and for our purposes they are:

- Your consent.
- To perform our contract so that we can carry out our responsibilities under the terms and conditions of the accreditation scheme.
- Compliance with a statutory or other legal obligation.
- Where we are pursuing our own legitimate interests or those of a third party.

This notice identifies the relevant gateway applicable in each case. In some cases, we will rely on more than one gateway depending on the particular purpose for which we are using your data.

Additionally, any data must be processed by us fairly and openly.

Length of storage of data

Data can only be stored on a time limited basis and not indefinitely. We will hold personal data about you for a period of six years beyond the last time you agreed to the terms and conditions of the accreditations scheme. After this time, all personal information will be securely deleted.

Storage and security of data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

All our information is stored securely electronically on servers or devices. Certain information is also retained on a secure basis in hard copy format.

Your Rights

Where we hold personal data about you, you are the data subject. Data protection legislation gives you a number of rights. To exercise any of these rights you should contact us. You can do so by email at the address given above or you can telephone us on the number given above. You can also write to us at our address given at the top of this notice. Normally no fee is payable.

In particular you have a right to object to the processing of your information where we are processing this in our own legitimate interests or those of someone else. This applies if you feel that this impacts on your own interests or your fundamental rights or freedoms. These rights are as follows:

- Access – you have the right to make a request to be told what personal data we hold about you. This is a right to obtain confirmation that data has been processed and to

have access to your personal data and the right to information details which should be provided with the privacy notice.

- **Correction/Rectification** – if you consider any data we hold about you is inaccurate you can tell us so that where appropriate this can be corrected. Where a mistake is made in data processing then you can ask to have it rectified. Any third parties who have received the data from us should then be told of the rectification and you should be informed by us of any such third parties.
- **Erasure** – you have a right to ask us in certain circumstances to erase any data we hold about you (the so called right to be forgotten). Individuals can request the right to have personal data erased to prevent processing in specific circumstances, i.e. it is no longer necessary, consent has been withdrawn, there is an objection and where applicable your rights etc., override the legitimate interests to continue our processing, or data has been unlawfully processed.
- **You can object to our processing of data** – this allows you to object to our processing of data about you. We must then stop processing data unless we can establish legitimate reason for continuing. In particular this applies where we are relying on our own legitimate interests or those of a third party to process data but it can also apply in other situations.
- **Restricting processing** – you can ask us to suspend processing of your personal data and we must then restrict processing of data. This includes where you are contesting the accuracy of a statement or the lawfulness of the processing.
- **Data portability** – this allows individuals to reuse their personal data for their own purposes across different services allowing them to move, copy or transfer personal data more easily.

Withdrawal of Consent

Where your consent provides us with the legal gateway to process data about you can withdraw this at any time by telling us by email or post using the addresses given above.

Complaints

We operate our own internal complaints policy and if you have any concerns about the way in which we collect or handle data please contact us.

Additionally, you have the right to lodge a complaint with the Supervisory Authority who is:

Information Commissioner
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.org.uk

Collecting, Compiling, Using and Storing your Information

In this Part we list out the different categories of your information, briefly explain them where needed, explain what we do with the information and why, as well as specifying the relevant legal gateway we rely on to do so.

We use the word “handle” to cover collecting, compiling, using or storing this information.

Identity and contact details

1. This includes name, address and contact details.
2. This includes any information you provide to allow prospective tenants to contact a third party on your behalf.
3. We handle this information in order to enter into allow prospective tenants to contact you to view the accommodation we advertise on your behalf. This is done to perform the contract.

Property Details

1. This includes property addresses, property facilities, rents and any certificates relating to gas and electric installations.
2. We handle this information in order advertise your accommodation behalf. This is done to perform the contract.
3. We collect information regarding the Energy Performance of your property. This is done to Comply with a statutory or other legal obligation.

Sharing Information

1. Identity and contact details – this information may be shared with the local authority, Greater Manchester Police, Greater Manchester Fire and Rescue Service, and other organisations in the student housing sector in Manchester and Salford.
2. Property Details - the local authority, Greater Manchester Police, Greater Manchester Fire and Rescue Service, and other organisations in the student housing sector in Manchester and Salford.

Marketing and Information

1. Manchester Student Homes my use your identity and contact details to send you correspondence about products and services and about changing aspects of the student housing sector.
2. We handle this information to send you information that we feel will be helpful in you fulfilling your obligations as a landlord. This information is sent to you because you consent to receive it. This consent can be withdrawn by you at any time.

For further information on how your personal data is used; how long it is retained and to find out how to exercise your rights please view The University of Manchester's Privacy Notice <http://www.manchester.ac.uk/privacy/> or contact: The Information Governance Office (information.governance@manchester.ac.uk), The Christie Building, The University of Manchester, Oxford Road, Manchester, M13 9PL.