Code of Standards for

Live in Landlords

Manchester
Student Homes
University Approved
Accommodation

Introduction

The scheme is the only University approved accreditation scheme within Manchester, promoted to students and competitively priced. Through our accreditation scheme ("**the Scheme**"), Manchester Student Homes ("**MSH**") recognises and promotes student properties that are safe, secure, well maintained and well managed. In doing so, we recognise and promote those Landlords who offer a reliable service, who deal openly, honestly and respectfully with students of our associated institutions ("**Student Tenants**") and who display a commitment to positive community relations through interacting with the Scheme, the local community and students. A list of our associated institutions can be found on our website at:

www.manchesterstudenthomes.com/Pages/Benefits%20of%20Accreditation

This Code of Standards ("**the Code**") sets out the standard of properties, and practices and management required for accreditation under the Scheme. This Code reflects statutory and regulatory requirements and it also draws on examples of good practice from across the private rental sector. The Scheme also acts as a medium through which misunderstandings and disputes can be resolved, and provides Student Tenants with a valuable means to address any grievances.

The terms of this Code, alongside any other document or information referred to in it, govern the Scheme and must be complied with. The code can be found alongside our other terms and conditions on the student pad portal.

Through registering with MSH, a Landlord accepts that he or she will be subject to the Code Enforcement and the Code Complaints procedure for the whole of the academic year in which he or she is accredited and the following letting period.

It is essential that you read the provisions of the Code and understand, agree to and accept its provisions before registering.

Benefits

- Landlords accredited by Manchester Student Homes (MSH) can improve their reputation and credibility. It signals to students and parents that the landlord meets certain standards and is committed to providing quality accommodation.

- MSH provide support and guidance to accredited landlords. This can include assistance with legal and regulatory compliance, property management advice, and access to resources for maintaining high standards in student accommodations.

- MSH host annual forums and similar events. These events allow landlords to connect with other industry professionals, share best practices, and stay updated on the latest trends and developments in student accommodation.

- MSH support with mediation and dispute issues between student tenants/parents and landlords. This can be beneficial in resolving conflicts between landlords and student tenants, providing a fair and impartial process for dispute resolution.

- Joining MSH can foster positive relationships with universities. Universities prioritise referring students to accredited landlords, which can result in a steady stream of tenants.

- MSH require landlords to meet certain standards and maintain them over time. This encourages ongoing improvement and ensures that student accommodations are well-maintained, safe, and suitable for student living.

Privacy Notice

By submitting your details and information, you agree to MSH holding and processing your data for the purposes of the Scheme, advertising your property and dealing with any complaints made under the Code. MSH works closely with the local authority, Greater Manchester Fire and Rescue service, Greater Manchester Police and other organisations in the student housing sector. By submitting your details you consent to the sharing of your data, where necessary, with these organisations. For further information please refer to our privacy statements:

MSH - www.manchesterstudenthomes.com/DocumentStorage/MSH_Privacy-Notice.pdf
Studentpad - www.manchesterstudenthomes.com/Privacy

This Code is not signed by Student Tenants, and MSH is not in a position to take action against any Student Tenant; however, guidance in relation to acceptable conduct and standards including wilful avoidance, is provided to Student Tenants on the MSH website, and we encourage all Student Tenants to act in an acceptable and responsive manner. In addition, disciplinary action may be taken by a Student Tenant's institution should substantiated complaints be made to the institution in relation to off campus behaviour.

Disclaimer

At all times it is the Landlord's responsibility to ensure familiarity with and compliance with, all relevant regulations and legislation applicable to private rental properties and MSH accepts no liability whatsoever for any non-compliance of the Landlord with such law or regulations. MSH accepts no liability for any loss resulting from information contained in, or omitted from this publication and the Scheme.

We hope that you experience the benefits of the Scheme and trust that you will continue to work with MSH, the Universities, and other partners, to ensure that Manchester remains an attractive place to study and live.

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Section One
PROVISIONS OF THE CODE

1.1. In the provision and letting of housing or associated services and in the letting of contracts for services, no person or group of persons applying will be treated less favourably than any other person or group of persons because of their race, colour, ethnic or national origin, gender, disability, appearance, marital status, sexual orientation or social status.

1.2. **Post-Contractual Agreement**

Owners will ensure that:

a. if advertising through the MSH service, all property and room details are reported accurately without misrepresentation to prospective occupants;

b. all prospective occupants are granted an opportunity to view the property and the room(s), having due regard to the rights of the existing occupants;

c. interested parties are provided with a copy of any contractual terms under which a property is offered, such terms to include details of rent and any arrangements involving guarantors. Interested parties are, when specifically requested, permitted not less than 24 hours within which to seek independent advice regarding those contractual terms, during which time the property will not be re-marketed; and

c. no monies for deposits or rent are demanded prior to the signing and exchange of any letting agreement.

1.3. Rights and Responsibilities

Owners will ensure that:

a. a License Agreement shall be made between the occupant and the owner making clear rights and responsibilities of both parties. This Agreement will provide details of any contractual period of occupancy and shall make clear several matters (referred to elsewhere in the Code) governing the occupants use of the facilities in the house, the kitchen, domestic appliances, heating systems and any garden;

b. if there are any House rules, these must be issued before signing the Agreement. House rules should be clear, unambiguous and non-discriminatory. All interactions should between owners, prospective tenants and current tenants maintain professionalism and courtesy in all forms of communication, including the use of respectful and inclusive language; and

c. Licence Agreements are issued that make clear the rights and responsibilities of both parties.

1.4. Offers and Agreements

Owners will ensure that:

a. prospective tenants are issued 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 Agreement.

1.5. Utilities and Service Charges

Owners will ensure that:

a. Where any service charges are levied by the owner, such services and charges are properly specified and detailed in the Agreement; and

b. utility costs including water, electricity, gas, internet access, and tv licence are included in rent. Any charges relating to phone usage should accurately reflect usage and must be accompanied by a copy of an itemised bill from the phone company. Receipts for any such charges should be issued on receipt of payments.

1.6. Agreement Dates

Owners will ensure that:

a. at the commencement of the tenancy or other date mutually agreed with the occupants, all obligations on the part of the owner regarding the repairs and property maintenance and improvements to the property have been fully discharged.

1.7. Student's Rights to Privacy

Owners will ensure that:

a. they will respect the student's right to privacy and will not enter the student's bedroom, excepting in a genuine emergency, without permission. Members of the owner's family will also not enter unless with the permission of the student; and

b. business is pursued by him/her in a professional, courteous, and diligent manner at all times.

1.8. Repairs

Owners will ensure that:

a. repairs are carried out punctually and effectively with consideration for the occupant's privacy.

1.9. Furnishings

Owners will ensure that:

a. study bedrooms contain a bed, adequate clothes storage space, a desk, chair, and curtains which are properly hung; and

b. all furnishings and furniture are clean and in reasonable condition at the commencement of the agreement and comply, as appropriate, with the Furniture and Furnishings (Fire) (Safety) Regulations.

1.10. Permitted Use of the Property

Owners will ensure that:

a. that occupants will have a clear understanding of their permitted use of any kitchen facilities, for example, use of the fridge/freezer, washer/drier. The occupant must be given some dedicated storage space for food, to include use of a reasonable part of any fridge/freezer and use of a cooker and for the preparation of food. The occupant will receive instruction on how to operate any domestic appliance that they have access to, any such instruction shall be given on their first day of occupancy. An adequate number of suitably located WCs, baths and/or showers and wash basins are provided with constant hot and cold water supplies as appropriate which are suitable for the number of occupants.

1.11. Hazards

Owners will ensure that:

a. The property is maintained as reasonably practicable, free of avoidable or unnecessary hazards as defined in the Housing Health and Safety Hazard Rating System.

1.12. Gas Appliances

Owners will ensure that:

a. all means of use and supply of mains gas and alterations and repairs to gas installations shall comply with the current Gas Safety (Installation and Use) Regulations;

b. all gas appliances will be serviced annually by a Gas Safe registered engineer. Verification of the gas safety check will be available to tenants on request and copies of the gas safety check record for any subsequent safety checks undertaken during the period of the tenancy will be supplied to tenants on request within 28 days of that safety check being conducted;

c. all repairs to gas supply pipe work and appliances will be carried out by registered Gas Safe engineer;

d. the occupant will receive instruction on how to operate any heating appliance/s or central heating system and such instruction shall be given on their first day of occupancy. The extent of control that the occupant has over adjusting heating that affects other parts of the house, will be made clear in the Agreement; and

e. no form of bottled gas or paraffin heaters will be provided by the owner as a heating source.

1.13. Electrical Appliances

Owners will ensure that:

a. all electrical installations provided by the owner are certified as safe by a professionally competent electrician in accordance with the current relevant Electrical Regulations. To have the electrical installations in their properties inspected and tested by a person who is qualified and competent, at an interval of at least every 5 years;

b. all repairs and improvements in electrical installations comply with the current Institute of Engineering and Technology; and

c. all components used in electrical wiring installations and repairs comply with the International Standard and all appliances will be installed in accordance with Manufacturers' instructions.

1.14. Hazards

Owners will ensure that:

a. all properties will be fitted with a form of fire detection incorporating an audible alarm. At least one smoke alarm should be installed on every storey which is used as living accommodation;

b. each kitchen will be fitted with a fire blanket manufactured to BS EN3: 1996. Occupants shall be instructed in the use (and resetting) of any detection equipment and fire equipment on their first day of occupancy in the property;

c. all exit routes within a property such as hallways, landings, and staircases, so far as they are under the control of the owner, as far as reasonably practical, will be maintained safe, unobstructed, and free of fixtures and fittings to enable evacuation of the property in the event of fire;

d. heat alarms should be fitted in all kitchens. All alarms should be interlinked and have a 10-year lithium battery. Installation dates should be clearly visible on the alarm. It is the Owners's responsibility to ensure they are tested weekly and serviced in line with manufacturer's instructions;

e. Fire Doors: undertake annual checks of flat entrance doors and quarterly checks of all fire doors in the common parts;

f. Fire Safety Instructions: provide relevant fire safety instructions to their residents, which will include instructions on how to report a fire and any other instruction which sets out what a resident must do once a fire has occurred, based on the evacuation strategy for the building; and

g. Fire Door Information: provide residents with information relating to the importance of fire doors in fire safety. Owners will comply with these regulations insofar as they apply to individual properties and provide documentary evidence of said compliance when requested.

1.15. Fire Doors

Owners will ensure that:

a. External doors are of a strong, solid, safe construction and fitted with a five-lever mortice deadlock conforming to BS 3621. The door frames should be strong and well secured to the jambs.

1.16. Communal Areas

Owners will ensure that:

a. all facilities for the storage, preparation and cooking of food will be capable of cleansing and being maintained in a clean and hygienic state by the occupants;

b. the occupant shall have use of an efficient and serviceable vacuum cleaner from the commencement of the tenancy;

c. where a garden exists, the path to and from the external door(s) to the house will be kept in good repair and free from obstruction; and

d. where a garden or paved area exists, this shall be kept in good order and free of waste and litter so far as is reasonably practicable. The occupant's use of any area of the garden shall be made clear in any Agreement.

1.17. Cleaning

Owners will ensure that:

a. occupants are issued with clear written guidelines regarding the standard of cleaning and other arrangements for bringing the Agreement to an end so as to avoid misunderstandings regarding the standard of cleanliness and condition of the property expected at the end of the tenancy.

1.18. Return of Deposits

Owners will ensure that:

a. deposits should have been returned, following a joint inspection on the day the room is vacated, not later than fourteen days of the end of the agreement. If moneys are to be retained, the owner should provide a written statement of account providing reasonable details of deductions within this period.

1.19. Disputes

Owners will ensure that:

a. where disputes between owners and occupants occur reasonableness and promptness in dealing with the issues by both parties is the key to the amicable and effective resolution of problems. Owners therefore undertake to maintain courteous professional relations with occupants during any dispute.

1.20. Compliance

Owners will ensure that:

a. they comply with the sections '**6.4 Code Complaints**' and '**6.5 Code Complaints Procedure**' from MSH's Code of Standards for Owners Managing HMOs.

Section Two
MANAGING A TENANCY DURING A PERIOD OF EXCEPTIONAL CIRCUMSTANCES

Managing a tenancy during a period of exceptional circumstances, the Owner will:

2.1. ensure they have a Business Continuity plan in place to ensure their tenants suffer no, or limited, detriment as a result of the event;

Purpose: To ensure Owners have measures in place to deal with the impact of an exceptional circumstance event on both their business and their tenant's living conditions.

Guidance: Business Continuity is about having a plan to deal with difficult situations so that your business can continue to function with as little disruption as possible. A good plan recognises potential threats and analyses what impact they may have on day-to-day operations. It also provides a way to mitigate these threats, putting in place a framework to allow the key functions of the business to continue. Owners are positively encouraged to join an appropriate trade association in order to benefit from additional support. Membership of such a scheme will promoted through MSH. The Guidance acknowledges that some events are unforeseeable.

2.2. keep aware of and comply with updates to national and local Government guidance, advice and legislative changes;

Purpose: To ensure they can maintain compliance with all guidance and regulation.

Guidance: There is an additional expectation that at times of exceptional circumstances Owners should keep themselves abreast of all appropriate guidance on a regular basis.

2.3. ensure that tenants are advised of updates to national and local Government guidance, advice and legislative changes where it impacts on their tenancy;

Purpose: To ensure their tenants can maintain compliance with all guidance and regulation and they are aware of any impacts on their landlord's ability to comply with previously agreed procedures.

Guidance: Once changes are known, where they impact on the tenant, they should be communicated as quickly as possible. The method of communication should be such that there is confidence it will be received and the importance understood.

2.4. ensure that the condition of the property at the commencement of the tenancy is such to comply with all national and local Government guidance, advice and legislative changes as well as potential tenant concerns;

Purpose: To ensure that the property has been appropriately presented taking into account how the exceptional circumstance event will have impacted on the incoming tenant's concerns and expectations.

Guidance: Ensure you are familiar with all appropriate and advice and guidance and this has been communicated to the tenants to manage their expectations. Where appropriate measures have not been able to be employed to advise tenants in a timely fashion, communicate with them openly and courteously where occupation may be delayed and seek to obtain a mutually acceptable solution to any issue. A reasonable period should be allowed between the ending of one tenancy and the commencement of the next to allow for appropriate cleaning and maintenance.

2.5. comply with all reasonable measures to control the event that has caused the exceptional circumstances (including in relation to maintenance, repairs and viewings);

Purpose: To ensure that procedures for managing the tenancy fully comply with all guidance and regulation.

Guidance: Ensure you are familiar with all appropriate and advice and guidance and keep updated during the course of the tenancy and these are communicated to the tenants to manage their expectations. Liaise with tenants in relation to their expectations of visitors to their property whilst ensuring they understand your statutory obligations to maintain their safety.

2.6. ensure that tenants are informed in a timely fashion to any changes in internal protocols and procedures where it impacts on their tenancy;

Purpose: To ensure tenant's expectations and understanding of how the event will impact on their tenancy is fully transparent.

Guidance: Once changes are known they should be communicated as quickly as possible. The method of communication should be such that there is confidence it will be received and the importance understood.

2.7. attempt to ascertain whether any of their prospective tenants have any additional requirements in terms of safe evacuation of the accommodation;

Purpose: To ensure measures are put in place to deal with any additional intervention that may be required.

Guidance: All Owners should have a tenancy application process that provides the opportunity for any prospective tenant to disclose information that would allow you to identify additional requirements you may need to employ. Owners should be sensitive to a reluctance for this information to be disclosed so give further opportunities at the pre-tenancy stage and during the course of occupation privately. Such information should be kept confidential where requested and not used to discriminate between applicants.

2.8. ensure that where tenants are required to re-locate they are fully supported and adequate liaison takes place with MSH, universities and the Local Authority;

Purpose: To ensure tenants are provided with sufficient information to enable appropriate choices and to enable support measure to be put in place.

Guidance: As soon as it is known occupation of a building is no longer possible then the Owner should immediately inform MSH and provide details of the universities the occupants are attending to enable appropriate support to be provided. The Owner should continue to engage with all interested parties during the course of the issue to ensure the support to tenants can continue to be provided.

2.9. where a tenant's income or their personal circumstances has been negatively impacted by the event then receive and consider requests to mitigate financial hardship;

Purpose: To ensure there are open communication channels between the tenant and the Owner and to encourage compromise and flexibility.

Guidance: Where a Owner receives a request to be released from a tenancy or to waive an amount of rent then it is not unreasonable for the Owner to request evidence from the tenant to prove the detriment. Where that evidence is provided then the Owner should work with the tenant and/or their guarantor to reach a mutually agreeable settlement. However the Owner should listen to explanations as to why evidence is not able to be produced, particularly if it is of a personal nature. The MSH Standards acknowledges there is no requirement on the Owner to release a student from their tenancy or waive rent unless the property is not able to be occupied and a suitable alternative cannot be offered.

2.10. consider and not unreasonably deny any reasonable payment plan;

Purpose: To ensure there is a process to deal with any change of circumstance brought about by the event and to minimise additional charges.

Guidance: A Owner should have due regard to any change of financial circumstances in both the tenant and the guarantor. Securing a payment plan that discharges the debt without placing the tenant/guarantor under severe financial hardship should be prioritised. It is not unreasonable for the Owner to be provided with evidence to confirm the tenant's/guarantor's financial position. Any agreed payment plan should be open to review depending on further changes in circumstances.

2.11. ensure that end of tenancy procedures are fully communicated to tenants in a timely fashion to allow them to reasonably comply;

Purpose: To ensure there is early communication to bring about clarity and transparency.

Guidance: Once changes are known, where they impact on the tenant, they should be communicated as quickly as possible. The method of communication should be such that there is confidence it will be received and the importance understood.

2.12. ensure that where the tenant is unable to return to the property then their belongings are stored safely and alternative methods of collection are facilitated;

Purpose: To ensure the tenant's goods are treated in accordance with legislation and leading practice.

Guidance: There is a legal duty on the accommodation provider to take reasonable care of the goods until they are returned to their owner, they also have a responsibility to protect and keep secure any belongings that have been left in a property. If an accommodation provider sells or disposes of the goods without taking the correct steps the tenant could advance a civil claim against them. The Owner should refer to Torts (interference with Goods) Act 1977.

2.13. ensure that where the tenant is unable to return to the property then end of tenancy inventory and deposit retention takes this into account;

Purpose: To ensure the exceptional circumstances event is taken into consideration when determining a breach of tenancy.

Guidance: The condition of a property at the end of the tenancy where the tenant has been advised against return or where they have been unable to return is unlikely to be to a similar standard in comparison to if they had been able to return. This is likely to raise end of tenancy costs in some circumstances. A Owner should recognise some of these additional costs will not have been as a result of the deliberate action or inaction of the tenant and should take the circumstances into account when determining which charges or the portion of the charges that are passed on.

2.14. ensure that the management of utility bills and fair usage terms is fair and in alignment with The Maximum Resale Price terms;

Further guidance can be viewed under the Ofgem website:
www.ofgem.gov.uk/sites/default/files/docs/2005/10/11782-resaleupdateoct05_3.pdf

Purpose: Owners who charge tenants rent inclusive of bills must comply with the maximum resale price rules. Owners must not charge tenants more than the price they are paying for energy.

Guidance: To ensure that the management of utility bills is fair and student tenants are not unfairly charged due to the energy price increases.

To refer to government guidance on how to manage any financial rebates or discounts provided by the government.

2.15. **ensure that any unused utility cap that results from a lack of occupation should be returned to the tenants**;

Purpose: To ensure that neither party profits from the exceptional circumstances event.

Guidance: Where there is a stipulated amount of the money that is paid by tenants to cover utility usage and where the lack of occupation has resulted in that amount not being used then the Owner should identify any unspent amount and return to the tenant(s). The tenant(s) should be made aware such a calculation should not be possible until the end of the tenancy and there is not a simple calculation as any underspend could be dependent on such factors as previous over usage and the time of year there was no occupation. The details of such usage should be clearly defined on the end of tenancy statement.

2.16. **have in place a debt recovery procedure that promotes communication and seeks to avoid escalation and the imposition of additional costs for as long as reasonably practical.**

Purpose: To promote open communication channels between the parties and reduce the risk of dispute escalation.

Guidance: Early and open communication is important. A Owner should request expressions of financial hardship to encourage tenants to communicate. Ensure it is understood you are open to seeking resolution. Where responses are not forthcoming then prior to escalating provide adequate warning to the tenant/ guarantor that stipulates the potential additional charges but provides an opportunity to still engage.

2.17. The Owner:

a. must have a protocol for reporting the death of a student to the appropriate authorities;

Purpose: To establish a requirement for the Owner to have a specific protocol in place for reporting the death of a student to the relevant authorities. This protocol ensures that in the unfortunate event of a student's passing, there is a structured and efficient process for notifying the appropriate authorities, such as law enforcement or local government agencies. This provision aims to ensure timely and accurate reporting while maintaining sensitivity and respect for the situation.

Guidance: Designate responsibilities, share contact details, and establish a timeframe for reporting. Specify the agencies to be informed and provide necessary information. Communicate respectfully and keep sensitive details private. Regularly review and update the protocol, and ensure compliance with legal requirements. Additionally, offer emergency contacts for after-hours situations. This approach ensures a sensitive, efficient, and lawful response in unfortunate circumstances.

b. must inform the student's institution of study (college or university) immediately following the unfortunate event of the death of a student tenant;

Purpose: The death of a student is always a sensitive matter and represents a tragedy for all those affected. It is in most cases an unexpected event. In such circumstances it is important to ensure certain steps are taken to notify relevant people and to gather information while being aware of the need to show sensitivity and compassion to those affected by the death. The respective university must be informed as each institution has its established method of disseminating this information to all pertinent departments.

Guidance: The Owner must immediately contact the student's institution of study with the relevant details of the deceased student. Subsequently, MSH will initiate contact with the designated associate at the university, commencing the necessary process.

2.18. The Owner's responsibility is to provide support in the following ways:

a. Relinquishing Contractual Responsibilities. The Owner will waive the deceased student's contractual responsibilities, as outlined in any existing tenancy agreements;

Purpose: To avoid placing undue or unnecessary financial stress on jointly and severally liable co-tenants, guarantors, next of kin.

Guidance: Owner will seek support from MSH on the individual circumstance of the tenancy/ tenants and the deceased tenant's next of kin in order to ensure that any future reletting of rooms is appropriately administered.

b. Refunding Deposit/Rent Monies. Initiating the process of refunding any deposit funds collected for the tenancy in question to the deceased student's next of kin is also part of their duty;

Purpose: To initiate the process of refunding any deposit funds or rent monies that were collected for the tenancy involving a deceased student. This provision ensures that the financial aspect of the tenancy is handled with sensitivity and respect for the student's next of kin. By requiring the owner to undertake the refund process. The aim is to alleviate the administrative burden on the grieving family and facilitate the return of any funds associated with the tenancy arrangement.

Guidance: The Owner's responsibility includes initiating a thoughtful refund process for any collected deposit funds or rent payments tied to the student's tenancy. This process begins by communicating with the deceased student's next of kin in a considerate and sensitive manner. The Owner should provide clear instructions about the necessary documentation, which may include proof of the student's passing, identification of the next of kin, and relevant account details for refunding. A reasonable and predefined timeline should be established for the completion of the refund procedure. Throughout the process, utmost attention should be given to maintaining the confidentiality and privacy of the deceased student's personal and financial information. Furthermore, the Owner should ensure compliance with any legal regulations pertaining to financial transactions and refunds.

c. Tenant Liaison and Support. Additionally, the Owner will work closely with the current tenants in the property, endeavouring to alleviate any distress or discomfort they might be experiencing;

Purpose: To address any distress or discomfort the tenants may be facing. This provision highlights the importance of fostering a positive and supportive living environment, where the Owner actively seeks to understand and alleviate any issues affecting the tenants' well-being. By maintaining open communication and offering assistance, this should create a harmonious and tenant-centric living experience within the property.

Guidance: To actively engage with tenants through regular check-ins and prompt responses to address any distress or discomfort they may face. The Owner commits to understanding Student Tenant needs, collaborating on solutions, maintaining professionalism, and ensuring confidentiality.

MSH will work closely with the Owner and facilitate support in areas such as communication with tenants and advertising the property, if required.

Section Three
SUPPORTING DISABLED STUDENTS IN HOUSING

Owners will ensure:

3.1. To uphold the Equality Act 2010 when supporting students with disabilities in housing.

Purpose of clause: To comply with the Equality Act 2010 that defines a disabled person as being a person who has "a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities" and to ensure that suitable and sufficient housing for student tenants with disabilities in order for them to live independently.

Guidance: As part of the commitment to uphold the Equality Act 2010, Owners have a duty to make reasonable adjustments for an individual who is at a substantial disadvantage at that time due to their disability. They also must ensure to take positive steps to anticipate the needs of potential disabled student tenants before they access the service.

Owners have a duty to make reasonable adjustments to a provision, criteria or practice of/lack of the provision of an auxiliary aid or service which places a person at a substantial disadvantage due to their disability. A failure to make a reasonable adjustment is unlawful and amounts to discrimination.

It may be that Owners will need to:

- Change a provision, criterion or practice;
- Change a physical feature; and/or
- Provide an auxiliary aid.

3.2. **All disrepairs that prevent a student tenant with disabilities to live independently are dealt with in 24 hours.**

Purpose of clause: To mitigate the additional negative impact of disrepairs to the student's well-being.

Guidance: Where a student has declared that they are impacted by a disabilities and a disrepair is further disrupting their ability to live independently, the repair is categorised as an emergency repair and should be addressed within a 24 hours. If this is not feasible then the student should be offered suitable alternative accommodation.

3.3. **That rooms adapted for use by students with disabilities are not priced at a higher rate than the standard bedroom rate.**

Purpose of clause: To ensure student tenant are not discriminated against through advertising and pricing of larger, suitable accommodation.

Guidance: As part of its commitment to assist students with disabilities, it is agreed that charges for rooms adapted for use by students with disabilities should not exceed the normal room rate for that property.

Section Four
ACCREDITATION PLUS STANDARDS

All Owners who have registered under this Code are given the status of 'Accredited Landlords'.

MSH offers a higher level of accreditation called "**Accreditation Plus**", which a Owner can apply for at any time.

4.1. Once an application is received, in addition to the criteria listed in Section One of this Code MSH will assess the application against the following additional criteria and the Owner:

a. has a clear and robust set of procedures in place for all aspects of their business, including but not limited to procedures involving: sign-ups, deposits, repairs and maintenance, complaints and disputes, rent arrears, fire and floods;

b. can demonstrate a commitment to continuous professional development through attendance at appropriate training events within the sector;

c. can provide evidence of their participation in professional activities in the private rental sector either locally or nationally. Such participation would include but not be limited to active membership of professional associations and attendance of forums and events;

d. does not charge a Retainer over the summer without providing access to the property; and

e. commit to at least 10 hours of volunteering through the MSH volunteering programme and/or continuing professional development.

4.2. Owners should read the application guidance carefully, which is available on request.

4.3. Owners awarded Accreditation Plus status will receive preferential advertising treatment on the MSH website. Subject to the Owner re-registering and re-confirming their acceptance of this Code on an annual basis, accredited status may be reviewed on a year-by-year basis, subject to Code Enforcement (see Section Six).

4.4. Owners must tell MSH immediately of any circumstances which may affect their accredited plus status.

Volunteering Policy

Introduction

Manchester Student Homes (MSH) on behalf of The University of Manchester and Manchester.

Metropolitan University recognises that volunteering can be good for the individual, the community and the organisation. Landlords and/or Agents volunteering in the community are one of the key aspects of the Accredited Plus Standard.

Social Responsibility is one of the core strategic goals for The University of Manchester and Manchester Metropolitan University, and landlord volunteering can play a part in supporting this aim.

Scope

This policy is a guide to those landlords who wish to meet the accredited plus standard. It is also for other landlords who may wish to do some volunteering, but not necessarily to attain the accredited plus standard. It may also be a good source of reference for our partners and stakeholders.

Roles and Responsibilities

It is the responsibility of the housing caseworker to manage the organisation of our landlord volunteering. All MSH colleagues may be involved to some extent with volunteering activities in order to meet service objectives and this involvement may create opportunities for landlords to get involved with, and meet these goals. Volunteering opportunities will be organised throughout the year, many to coincide with the student calendar, others may be a unique one-off event.

General Principles

We are proud of our landlord volunteers, and this has gone someway to showing our landlords in a positive light to students, partners, agencies, and community members due to the benefits for the community achieved by the MSH volunteering initiative.

The following points are intrinsic to the volunteering and the Owner:

4.5. can join the MSH volunteering programme for the volunteering hours; otherwise, volunteering with students and community focused opportunities is preferred, however, wider social responsibility elements of volunteering as agreed by MSH may also be accepted with prior written agreement.

4.6. may find themselves volunteering at some events that involve students or community members and MSH hopes both groups will benefit from working alongside each other;

4.7. are able to select MSH volunteering activities to suit their own preferences and it is encouraged for Owners to opt for activities that are varied as this gives a wider exposure to the diverse campaigns MSH promotes;

4.8. for whom it is not logistically possible to get involved in activities in Manchester may carry out volunteering locally to them with supplementary desk based tasks as instructed by MSH;

4.9. activities that are external to MSH will be required to be signed off by the event organiser or by completion of our own volunteering form as evidence of attendance;

4.10. taking part in external activities to MSH will gather one testimonial from the event organiser. Owner will also provide a 600 to 800 written word account that details the event and the experience for the volunteer attending;

4.11. where possible, events organised by MSH will be attended by a member of MSH staff, or a representative of one of our partners;

4.12. will have MSH is committed to ensure all activities (that are led by MSH) will be managed from a Health and Safety point of view and have risk assessments in place. These activities have public liability insurance;

4.13. who accrue hours through events external to MSH, are responsible for ensuring a risk assessment is created for the external activity. MSH is not responsible for the risk assessment or the public liability insurance for these activities;

4.14. ensure their own safety as The University of Manchester cannot be held responsible for any harm that may come to a landlord and/or agent due to them volunteering for an event or organisation not organised by the University or one of our partners;

4.15. must utilise the P.P.E. for their own safety. For MSH activity - personal protective equipment (P.P.E.) will be provided when necessary to ensure volunteers are safe;

4.16. will be encouraged to disseminate any useful information or messages to the student occupants of their properties for educational purposes;

4.17. for whom may not be in a position to carry out more of the physically demanding activities, in which case they can do solely desk based volunteering;

4.18. at frequent intervals throughout the year landlords will be advised by MSH of their total of hours accrued so they can factor in their volunteering requirements alongside their other commitments;

4.19. fails to meet the minimum volunteering hours, by the annual deadline of 30th September, they will be notified. Subsequently, the accredited plus status will be removed and it will revert to the standard accreditation;

4.20. exceeds the minimum of ten hours any additional hours can be carried over to the following year.

Section Five
THE INTERNATIONAL FRIENDLY STANDARD

5.1. MSH offers a property standard uniquely geared towards International Students (that is those Students from outside of the European Union) ("T**he Internationally Friendly Standard**").

5.2. Owners can apply for this higher level of accreditation which will then allow for your property to be displayed on a searchable list of International Friendly Owners and you will be able to use the International Friendly MSH icon on your own material in relation only to the property/ies for which the Owner is accredited.

5.3. The standard will be promoted by MSH to International Students within those institutions which subscribe to the Scheme.

5.4. Once an application is received, MSH will assess the application against the following criteria.

The Owner will:

a. ensure that there is no requirement for guarantors to be UK based;

b. ensure that there is no requirement for full rent to be paid upfront for the term of the Lease, instead rent will be paid on either monthly, termly or bi-annually payment schedules;

c. ensure that clear and easy to understand information on any additional fees or charges that may be applied is provided to the Student Tenant/s ahead of the tenancy; and

d. provide orientation to the area and a welcome pack to include key information such as emergency contacts (and what to do in an emergency) local transport information, and safety information specific to international students.

5.4. To be eligible for the International Friendly Standard Owners must complete an application form and sign the relevant declarations. An application form is available on request from MSH and on the website:

www.manchesterstudenthomes.com/pages/IFS%20Landlord%20Guide

Section Six
CODE ENFORCEMENT

a. Enforcement of the Code is an essential aspect of the accreditation scheme; for accredited status to have value there must be consequences for non-compliance. At the same time, enforcement will be flexible and responsive to particular situations and will give Owners the opportunity to rectify issues.

b. This Code will be enforced proactively with inspections and assessments, and reactively by investigating complaints received from Students and Neighbouring Residents

c. Owners must provide an initial response to any communication from MSH regarding accreditation or enforcement issues within 7 working days from receipt of the communication. Verbal communication, whether via telephone or in person, shall be deemed received on the day it is communicated. Any communication via email shall be deemed received on the day the email is sent and any written communication sent in the post shall be deemed received on the second day after posting.

d. Owners who fail to comply with requests from MSH concerning code enforcement as detailed below may be suspended from the Scheme until MSH receives a satisfactory reply. Should no response be forthcoming within 14 working days of communication from MSH (deemed delivery of such communication being calculated in accordance with paragraph 6.5, MSH reserves the right to remove Owners from the Scheme.

e. Owners will be subject to the enforcement of provisions relating to tenancy management and Landlord practice, across the entire portfolio of properties they have registered at MSH.

f. Enforcement of property standards will only be applied to properties that have been registered with MSH by the Owner.

g. All Owners will comply with The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014, and where applicable should register with a government approved redress scheme.

6.1. Property Inspections

a. MSH will aim to inspect all Owners at least every three years, and also aim to inspect up to 10% of all accredited properties each year.

b. The allocation of inspections will be 'risk based'; new Owners, Owners who have not been inspected in three years, or Owners previously found to have been non-compliant in any area are more likely to have their properties inspected.

c. Where a property is found to be non-compliant the Owner will be informed and remedial action will need to be taken within a reasonable timeframe, which will be set following negotiations between MSH and the Owner.

d. Accreditation and the advertisement of all properties belonging to a Owner may be suspended until remedial action has been taken.

6.2. Paperwork Inspections

a. MSH will aim to inspect all legislative paperwork, written policies and procedures of Owners at least every three years, with at least 10% of all accredited properties inspected each year.

b. The allocation of inspections will be 'risk based'; new Owners, Owners who have not been inspected in three years, or Owners previously found to have been non-compliant in any area are more likely to have their properties inspected.

c. When Gas Safety Certificates, Electrical Safety Certificates/Periodic Inspection Reports and HMO Licences expire MSH must be provided with copies of the new documentation. If the documentation is not forthcoming within 7 working days of renewal, the advertisement of all properties belonging to the Owner will automatically be withdrawn by MSH via the studentpad portal.

d. Accreditation and the advertisement of all properties belonging to a Owner may be suspended until remedial action has been taken.

6.3. Management Inspections

a. When conducting property inspections MSH will speak to Student Tenants and ask questions relating to the Owner's management of the tenancy under this Code.

b. Accreditation and the advertisement of all properties belonging to a Owner may be suspended until remedial action has been taken.

6.4. Code Complaints

a. The Code Complaint procedure:

i. provides Student Tenants with a right of action when something goes wrong;

ii. gives Student Tenants a means of having their grievances addressed;

iii. encourages remedial action on the part of Owners;

iv. resolves disputes between Student Tenants and Owners; and enforces compliance with this Code.

b. Student Tenants are entitled to raise a complaint with MSH about any aspect of their tenancy, the rented property or interaction with the Owner. Neighbouring Residents are entitled to raise a complaint with MSH about any matter relating to the property which may have an effect on Neighbouring Residents.

6.5. The Code Complaint procedure is as follows:

a. a Student Tenant or Neighbouring Resident may contact MSH for help and advice to resolve the problem informally in the first instance;

b. all complaints must be addressed to MSH in writing and be submitted along with any supporting documentation. Complaints should be made as soon as possible after the event being complained about;

c. MSH will then review the complaint and assess whether it falls within this Code:

i. if a complaint falls outside this Code, MSH will explain this to the Student Tenant or Neighbouring Resident and, where possible, will provide relevant support and advice in how to go about resolving the issue; or

ii. if the complaint falls within this Code, MSH will commence an investigation, as outlined below.

- MSH will contact the Owner [in writing via email or post] to outline the nature of the complaint and invite a formal response from the Owner within 7 days.
- if the Owner does not respond within 7 days, they will receive a reminder. If no response is forthcoming within 7 days of that reminder, their accredited status may be suspended or revoked; or

iii. if the Owner responds, the investigation will continue.

d. if appropriate, MSH may offer to mediate between the two parties to reach a mutually agreed solution;

e. MSH will consider all the statements and evidence put forward by the parties and will determine whether a provision of this Code has been breached:

i. if a provision of this Code has not been breached, MSH will contact both parties in writing and explain why the complaint has not been upheld. If the Student Tenant or Neighbouring Resident is dissatisfied with this outcome they have the right to request that decision is reviewed by the Manager of MSH within 30 days of being notified of the outcome. The Manager will inform both parties in writing of the outcome of the review. Following which, they are entitled to appeal to the Code Tribunal (see section 'Enforcement Actions' below) within 30 days of notification of the outcome of the Manager of MSH's review; or

ii. if a provision of this Code has been breached, MSH will contact both parties in writing and explain why the complaint has been upheld. If the Owner are dissatisfied with the outcome they have the right to request that the decision is reviewed by the Manager of MSH within 30 days of being notified of the outcome. The Manager will inform both parties in writing of the outcome of the review. Following which, they are entitled to appeal to the Code Tribunal (see section 'Appeal' below) within 30 days of notification of the outcome of the Manager of MSH's review.

f. If a breach of this Code has been established, and a Student Tenant or Neighbouring Resident's complaint upheld, MSH will consider the following factors in recommending enforcement action:

i. the seriousness of the breach of the Code;

ii. the risk or actuality of harm to the Student Tenants or Neighbouring Residents;

iii. breach of any statutory or contractual rights;

iv. breach of any statutory regulations or laws;

v. whether any action could have been undertaken by the Owner to bring about a satisfactory outcome to the complaint;

vi. whether any action had already been taken and whether a satisfactory outcome had been achieved;

vii. the level of cooperation by the Owner with MSH in relation to the investigation;

viii. The Owner's intention to prevent non-compliance in the future.

6.6. Enforcement Action

a. Any breach of the Code of Standards will be recorded against the Owner within the accreditation scheme. Repeated non-compliance will be treated seriously and may result in suspension and/or removal from the scheme.

b. A breach of the Code will result in one or more of the following outcomes:

i. no further action being taken with one or more of the following outcomes:

- the breach will be recorded against the Owner in the accreditation scheme. A record of non-compliance will result in greater scrutiny through inspections and may result in more serious enforcement action should complaints be received in the future;
- no further action may be taken if the established breach of this Code is minor and the Owner is taking/has already taken steps to rectify the breach and any harm or damage arising from it; and
- the decision to take no further action may be dependent upon the following conditions:
  - a probation period being imposed; and/or
  - specific training being required; and/or
  - specific remedial action being required.

ii. a warning to be issued to the Owner where:

- the Owner will be warned in writing in relation to the specific breach of this Code and that any further breaches, whether a continuation of the current problem or a new further breach, will result in a full review of their accredited status; and/or

- a warning to be issued where the Code breach is serious or when the breach is minor but the Owner has a poor record with the Scheme and the Owner has agreed to take steps to rectify the breach and any harm or damage arising from it; and/or
- conditions to be attached which will govern the continuation of the Owner's accredited status such as:
  - a probation period being imposed; and/or
  - specific training being required; and/or
  - specific remedial action being required.

iii. Accreditation Plus status may be downgraded or suspended permanently or for a specified period of time:

- if the Owner holds accredited status under the Accreditation Plus scheme, this higher level of accreditation may be withdrawn or suspended;
- downgrading or suspension of Accreditation Plus may occur when the breach of the Code is serious, or the Owner has a poor record within the accreditation scheme, or the breach means that the Owner no longer fulfils Accreditation Plus criteria; and
- conditions may be attached which will govern the suspension and/or return to Accreditation Plus status such as:
  - a probation period being imposed; and/or
  - specific training being required; and/or
  - specific remedial action being required.

iv. revocation of accredited status under the Scheme permanently or for a specified period of time:

- the Owner will no longer hold MSH accreditation, cannot claim to do so, and cannot access any services offered by MSH, including, but not limited to, property advertising. Any current advertising will end with immediate effect;
- revocation of accredited status may occur when the breach of the Code is serious; when the Owner is unable or unwilling to rectify the breach; when the Owner has a poor record within the accreditation scheme; when the conditions of an earlier warning have not been met, or when conditions imposed as part of an earlier warning have not been complied with; and
- If the revocation is for a specified period of time, conditions will be attached which will govern any future return to the accreditation scheme such as:
  - a probation period being imposed; and/or
  - specific training being required; and/or
  - specific remedial action being required.

v. revocation of accredited status under the Scheme, permanently or for a specified period of time, along with referral to the local authority, and notification to all stakeholders:

- the Owner will no longer hold MSH accreditation, cannot claim to do so, and cannot access any services offered by MSH, including but not limited to property advertising. Any current advertising will end with immediate effect;

- revocation of accredited status and referral may occur when the breach of the Code is serious, when the Owner is unable or unwilling to rectify the breach, when the Owner has a poor record within the accreditation scheme, when the conditions of an earlier warning have not been met, or when conditions imposed as part of an earlier warning have not been complied with, and when it is in the interests of the local authority and a stakeholder or stakeholders to be informed;
- MSH will communicate the revocation of Owner's accredited status and the reasons for such revocation to the local housing authority, the universities, student unions, Student Tenants and other Accredited Owners as appropriate through the following means:
    - local housing authority: will be informed by email to the relevant officer or department when the breach of the Code also raises statutory obligations or powers which the local housing authority has jurisdiction over;
    - Student Unions: will be informed by email to the relevant executive officer;
    - Other Accredited Owners: will be informed through the regular email updates from MSH, and website;
    - Student Tenants living in the Owner's properties: will be informed by email or in writing;

- Student body: will be informed by email to the student communications teams at the universities. Decisions will only be broadcast so widely when there is a significant risk to the welfare of Students or the reputation of MSH and/or the universities;
- Information of the revocation of an owner due to a breach of the Code of Standards or regulations will be publicised by MSH; and
- The universities: will be informed by email to senior staff. Decisions will only be brought to the attention of the universities when there is a significant risk to the welfare of Students or the reputation of MSH and/or the universities.

- If the revocation is for a specified period of time conditions will be attached which will govern any future return to the accreditation scheme such as:
  - a probation period being imposed; and/or
  - specific training being required; and/or
  - specific remedial action being required.

vi. Any and all enforcement action will be carried out at MSH's discretion and each case will be decided on the facts available to MSH at the time. The examples above are for guidance purposes only and should not be relied on.

vii. MSH reserves the right to not return monies for any adverts that have been suspended or revoked due to a code complaint investigation.

viii. MSH reserves the right to make any enforcement action public through any means.

ix. Further information is available in relation to Code Enforcement from MSH on request.

6.7. Appeal

a. Should the Student Tenant or the Owner be dissatisfied with the outcome of a Code Complaint, they are entitled to request a review of the decision by a Code Tribunal.

b. The Code Tribunal will consist of the following individuals: MSH Manager; Chair and Vice-Chair of the MSH Consultation Committee; Community Officers from the Student Unions of The University of Manchester and Manchester Metropolitan University; and an officer from the Local Authority; and an Landlord with no previous involvement in the case.

c. The nature and extent of the appeal will be at the discretion of the Chair of the Tribunal.

d. The Tribunal will normally conduct the appeal by way of a review of all of the documentation and representations. An oral hearing will not be held unless, in all the circumstances, the Chair of the Tribunal considers it necessary to do so.

e. Any request for a review should be sent within 30 days of the written notification of the outcome of the Manager of MSH's review of the decision.

f. A request for a review should be in writing, and should include all the representations that the Student Tenant or the Owner wish to be considered by the Tribunal. Any supporting documentation should be submitted at the time of the request.

g. Upon receipt of the request, the Tribunal will be convened.

h. MSH will be provided with copies of the review request, representations and supporting documents and will be asked to provide a response.

i. The Tribunal will then consider the documentation and may ask specific questions or invite further representations from either party. All parties must respond to the Tribunal within the time frame specified in the request.

j. The Tribunal will inform both parties in writing of the outcome of the appeal. The Tribunal may recommend such action and impose such conditions as are reasonable and appropriate in all the circumstances.

k. The decision of the Tribunal is final.

l. The Tribunal may suspend or terminate an Appeal where:

   i. the appeal is received out of time;

   ii. MSH has made a reasonable offer to settle the complaint and the Student Tenant or Owner has refused it. In these circumstances, the Tribunal may ask MSH to repeat the offer for a certain period of time;

   iii. the Student Tenant or Owner has repeatedly failed to comply with time limits set by the Tribunal, or has unreasonably delayed in the conduct of the Appeal;

   iv. the Student Tenant or Owner has acted aggressively, offensively, abusively, or unreasonably persistently, or has made unreasonable demands in the conduct of the Appeal;

   v. the Appeal has no real prospect of success;

   vi. the Student Tenant or Owner can no longer be contacted; or

   vii. there are other good reasons for doing so.

Section Seven
LANDLORD WORKING PARTY

7.1. All accredited Owners are entitled to apply for membership of the MSH Landlord Working Party ("**LWP**") which meets three times per year.

7.2. The LWP provides a forum for consultation and offers Owners the opportunity to make suggestions to MSH and input into ideas for Landlord events.

7.3. For further information about the LWP, please see the MSH website.

Section Eight
LEGISLATION AND REGULATIONS

8.1. Legislation

a. The following is a non-exhaustive list containing details of some of the legislation applicable to this Code of Standards:

- The Law of Property Act 1925 (c.20)
- Occupiers' Liability Act 1957
- Defective Premises Act 1972
- Protection from Eviction Act 1977
- Building Act 1984
- Landlord and Tenant Act 1985
- Consumer Protection Act 1987
- Landlord and Tenant Act 1987
- Housing Act 1988
- Environmental Protection Act 1990
- Housing Act 1996
- Housing Act 2004
- The Clean Neighbourhoods & Environments Act 2005
- Equality Act 2010
- Right to Rent Scheme under The Immigration Act 2014
- Anti-social Behaviour, Crime and Policing Act 2014
- Consumer Rights Act 2015
- General Data Protection Regulation 2018
- The Building Safety Act 2022
- Renters' Rights Bill 2025

8.2. Regulations

a. The following is a non-exhaustive list containing details of some of the regulations applicable to this Code of Standards:

- The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)
- The Gas Safety (Installation and Use) Regulations 1998
- General Product Safety Regulations 1994
- The Plugs and Sockets etc. (Safety) Regulations 1994
- Institution of Electrical Engineers Wiring Regulations
- Unfair Terms in Consumer Contracts Regulations 1999
- Regulatory Reform Order (Fire Safety) 2005
- The Management of Houses in Multiple Occupation (England) Regulations 2006
- Energy Performance Certificate Regulation 2008
- Energy Performance of Buildings Regulations 2012
- Energy Performance Certificate Regulation 2018
- Energy Performance Certificate Regulation 2025

8.3. Further Guidance

a. The following guidance applies to the Code of Standards:

- Consumer Protection Law for Letting Professionals 2014
- LACoRS Guidance on Fire Safety 2008
- Office of Fair Trading - Guidance on Unfair Terms in Tenancy Agreements 2005
- Electrical Safety Council - Landlord's Guide to Electrical Safety
- Department for Communities and Local Government – Top Tips for Landlords
- MSH Management Toolkit

If you require any further information about MSH, our background, or this Code, please visit our website, send us an email or give us a call.

Section Nine

STUDENTS' PARTICIPATION IN THE CODE

Students should be aware that a breach of this Code of Standards by the owner provider does not invalidate the signed tenancy agreement. In recognition of the additional services provided by the providers of the larger student properties who agree to abide by the terms of this Code of Standards, the student tenant agrees to:

- Return any completed tenancy agreements to the provider of the property within a reasonable timescale or by a date specified by the provider;
- Keep the provider informed of any changes in the decision to complete the tenancy agreement or delays in the returning of such;
- Familiarise themselves with the terms of all accompanying policies, procedures and hand-books;
- Promptly pay the deposit;

During the Tenancy the Student Tenant will:

- Promptly pay the rent;
- Inform the provider of any financial problems that could result in a delayed rent payment;
- Familiarise themselves with all safety notices;
- Read and record any utility meters where appropriate;
- Agree the inventory of the property within 7 days of the commencement of the tenancy;
- Report repairs promptly, following procedures provided by the provider;
- Allow reasonable access for inspection, repair and viewing;
- Take care of the property, its furniture and equipment. Where it has been determined that the student tenant/s is responsible for any damage then to promptly pay for such damage;
- Use all security measures provided;
- Treat fire detection and protection equipment responsibly and only for the purpose for which it is intended. Co-operate fully with all fire drill or evacuation procedures;

- Maintain the property in a clean and tidy condition;
- Bag domestic rubbish and leave for collection in the appropriate place and follow any other procedures provided by the provider for refuse disposal.

At the end of the Tenancy the Student Tenant will:

- Promptly return all sets of keys;
- Co-operate with any reasonable request for an end of tenancy inspection and review of initial inventory;
- Take final meter readings, where appropriate, and leave forwarding addresses with utility suppliers;
- Leave the property in a clean and tidy condition, internally and externally.

At all times the Student Tenant will:

- Behave in a reasonable manner and with due consideration towards their flatmates and the student tenants of neighbouring flats within the property;
- Adhere to guidelines relating to noise disturbance;
- Behave in a reasonable, courteous and fair manner in all the dealings with the provider and the staff on site;
- Behave in a reasonable, courteous and fair manner towards local residents who live in close proximity to the property.

The clauses contained within this Section of the Code have been agreed between Manchester Student Homes, the Higher Education establishments and the Student Unions. They are viewed as a useful guide through whom you can reduce the risk of encountering any disruption to your stay within the larger student properties. Although Manchester Student Homes does not investigate any alleged breaches of this Section of the Code, it is understood that the continued success of this initiative is dependent upon Student Tenants accepting their responsibilities as contained herein.

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