

University of Gloucestershire Landlord Code of Conduct For Registered Off Campus Accommodation

This code of conduct is optional; landlords do not have to enter into the agreement. The purpose of the code is to guide landlords on how to manage their property (ies) effectively and efficiently. It is hoped that it will enhance the management practices of landlords and not replace them. The code should be used as a guide, as many of our landlords have systems in place already. It will ensure a more professional service, hopefully reducing problems and complaints.

Agreement to abide by the Landlord Code of Conduct will be highlighted on the property advert.

I declare that I will conform to the University of Gloucestershire Landlord Code of Conduct:-

All tenants will be treated with appropriate courtesy and respect.

1. The landlord will always act in a fair, honest and reasonable way in all their dealings with the tenant. No individual or group will be treated less favourably than any other individual or group because of their race, colour, ethnic or national origin, gender, disability, appearance, marital status, sexual orientation or social status.
2. The landlord must ensure that any deposit that is taken for an assured shorthold tenancy is safeguarded with a government-authorised scheme. The landlord should inform the tenant in which scheme the deposit is being held within 14 days of receiving the deposit.
3. Landlords will ensure that all tenants are provided with a written tenancy agreement, this should be written in clear English. This should include the landlord's name and address and the telephone number of any managing agent/ person who acts on behalf of the landlord. The contract should clearly state the start and end date, together with the amount of rent to be paid, including the dates and methods of payments.
4. Emergency contact details should be displayed somewhere in the house so all tenants can see them.
5. The landlord will provide an inventory at the beginning of the tenancy, a copy will be given to all tenants, and this should be agreed and signed with landlord and tenant.
6. If the landlord has a property that is 5 persons or more and 3 storeys or above they should have a valid mandatory HMO license, Housing Act 2004.
7. If access is needed into the property, the landlord should give at least 24 hours notice, unless an emergency.
8. Any repairs or defects in the property for which the landlord is responsible will be attended to promptly with minimum disturbance to the tenant.
9. Any written communication from the tenant to the landlord should be dealt with promptly and in an effective method.
10. At the end of the tenancy, the landlord should arrange a meeting with the tenants to discuss the condition and contents of the property. The landlord should agree with the tenants how much deposit will be returned. The agreed amount should be returned within 10 days in accordance with the deposit scheme.
11. The landlord will not direct students to other non-registered properties or landlords.
12. If a landlord is advertising with an agent as well as the University, the University should be notified. Registration of a landlord/ property with the University will be at the University's discretion.

Signed: _____ **Date:** _____

By electronically signing this document I confirm that I will abide by the University of Gloucestershire Landlord Code of Conduct, if I fail to do so I could face being removed from the Registration Scheme.

Please return this form along with all documents and valid safety paperwork to accommodation@glos.ac.uk