

Unipol Student Homes

Annual Report to Communities and Local Government (CLG)

Accreditation Network UK/Unipol Codes of Practice
of Student Accommodation Managed by Higher
Education Institutions and for Student
Accommodation Managed by Undertakings subject
to HMO Licensing



Introduction and Background

In approving three Approved Codes under Section 233 of the Housing Act 2004, and following the response to public consultation published in March 2006, the Government, in its conclusion to that consultation, set a number of aims and requirements that the Codes should meet:

- the development of the Codes should be an ongoing process
- an annual review would take place based upon regular monitoring of compliance with the Codes' terms
- that the review and progress of the Codes will be guided by committees of management and that ongoing development will be guided by the Protocol agreed between ANUK and UUK with a view to establishing convergence of the codes and within three years a unified code.

It should be recalled that the ANUK/Unipol Code had originally been developed as part of ANUK's wider mission to promote voluntary accreditation and, in doing so, to draw up a bespoke national accreditation standard for larger (and mainly purpose built) student accommodation developments and that this was taking place before the passage of the Housing Act 2004 which created the Approved Codes. The ANUK/Unipol Code, following the Housing Act 2004, divided into two Codes: one that gave exemption from licensing for buildings controlled and managed by educational institutions and one that applied to purely private providers who would fall under the full provisions of the Housing Act 2004 and where their membership of their Code would not bring exemption from HMO licensing.

Following the first year of the implementation of the Housing Act 2004 it can be seen that almost all of the developments covered by the ANUK/Unipol Codes, being in the main self contained flats (many of them recently constructed) have not fallen under HMO licensing. Where licensing was applicable (affecting less than 3% of bed spaces under the Code) CLG advised Local Authorities to consider offering a discount on their registration fees to reflect the voluntary adherence to a Government approved set of standards.

It can now be concluded that those that have joined the ANUK/Unipol Code have done so, not to be exempt from other regulations but to embrace and commit themselves to a set of standards that they accept they have a level of ownership of (through the Management Committee) and which they see as a useful management tool in improving standards within their sector.

The ANUK/Unipol Codes commenced full operation at the commencement of 2006 and this Annual Report details developments since that time. The first full meeting of the Management Committee was held on 24th February 2006 as the governance arrangements of the ANUK/Unipol Codes were established at the commencement of the Code's operations to guide and allow for consultation during its development. At the same time the post of a National Code Administrator was established which provided for 55% of a senior staff post to ensure the governance and administration of the Codes were properly undertaken and co-ordinated.

Format of this Annual Report

In order to interface the stated objectives of the review with the Government's aims the Report details progress under the headings set by the Government in its consultative document, as later reinforced in its Explanatory Information (SI 2006/646 and 647) to the House of Lords Merits of Statutory Instruments Committee (HL Paper 158).

- the development of the Codes should be an ongoing process
- an annual review would take place based upon regular monitoring of compliance with the Codes' terms
- that the review and progress of the Codes will be guided by committees of management and that ongoing development will be guided by the Protocol agreed

between ANUK and UUK with a view to establishing convergence of the Codes and within three years a unified Code.

1. The development of the Codes should be an ongoing process

Membership Details 2006 and Retention and Future Recruitment

The total number of private providers/educational establishments signed-up to both of the ANUK/Unipol Codes by 23rd April 2007 was 42. At that time the Codes covered 94,689 bed spaces throughout the UK: 76,665 under the private providers Code and 18,024 under the educational establishments Code. A number of new applications are currently pending.

The membership of both of the Codes consisted of 25 private providers and 17 educational establishments. In terms of overall geographical spread of the developments belonging to the Codes, 45 different towns and cities had a least one building signed-up to either Code; the majority of these (42) are in England and Wales but it is of note that interest in the Codes in Scotland is growing. A full list of current members is maintained at www.anuk.org.uk/largecode

As recorded in the minutes of the meetings of the Committee of Management (CoM), membership grew steadily throughout the year. At the February 2006 meeting it was reported that a total of 71,409 bed spaces were included within membership (an increase on the numbers signed-up at the end of 2005).

It should be recalled that members of the ANUK/Unipol Codes pay a fee for joining, to provide sufficient resources for the Codes to be properly managed and assessment and verification procedure to be carried out. This fee and membership is an annual process requiring an annual commitment to the standards in the Codes. This also allows flexibility to develop the Codes, ensuring that members are signed up to revised standards. It is pleasing to report that since its inception, and despite requiring payment of a fee, no members have left the Codes since their inception. See **Appendix One: The ANUK/Unipol Codes Budget 2005-6, 2006-7 and 2007-8 budgets for the Codes.**

In addition to encouraging the existing membership to re-join, efforts are being made to actively recruit new members for both the private sector Code and the one for educational establishments (particularly Colleges of Further Education). Educational establishments are also being directly encouraged, via a letter informing them of which private providers in their areas are currently members of the appropriate Code, to provide details of any other private providers they know of or are currently working with.

The co-option of a representative from the Association of Colleges onto the Committee of Management has offered an opportunity to publicise the existence of the Code to Colleges of Further Education, a number of who have already joined.

Raising Consumer Awareness of the Codes

Since accreditation is about accountability and is designed to raise both supplier and consumer expectations and seek to use consumer pressure to complain about any delivery shortcomings, raising awareness of the new Codes to student tenants was seen, and is still seen, as a key objective in running the Codes.

Over the previous year £15K was spent on dissemination and the CoM have committed a further £16K between now and December 31st 2007.

The expenditure has been incurred to inform students living in properties protected by the Codes (across two academic years) of the existence of the Codes and to direct them to the ANUK website where further information can be found. This has included:

- 140,000 A5 leaflets
- 3,000 A3 posters for display by HEIs, students' unions and within developments
- 250 poster mounted on foamex board for display purposes
- 4,000 stickers to be placed on tenancy contracts
- 2,000 window stickers for display within accredited developments

- targeted mail shots to interested parties, HEIs and FEs
- advertising in third party publications was also undertaken.

The dissemination plan was also linked to the design and use of a clear and distinctive logo for the Codes. The website section dealing with the National Codes has also been kept updated. Those joining the Codes also receive annual certificates for display.

Future publicity (aside from the need to publicise the Codes to a new student cohort annually) centres on a media strategy to get the National Codes a wider profile in student handbooks, prospectuses and newspapers at key times of the year for renting. ANUK/Unipol also plans to provide a limited amount of "freebie merchandising" to reinforce the Code brand. Publicity here will be targeted at students' unions to inform potential tenants of the advantages of renting under a Code which signifies a high quality supplier is involved. NUS have dealt with much of this dissemination themselves (and at their expense and outside of these sums) but ANUK/Unipol are providing some merchandising to local students' unions to raise the profile of the Codes.

The ANUK/Unipol Codes have received some financial assistance from CLG for dissemination and is grateful for that. It had been hoped that dissemination of the ANUK/Unipol and UUK Codes could be undertaken together but UUK failed to respond to this concept and also decided not to apply for funding offered by CLG for this purpose.

Evolving the Codes: Amendments and Improvements

The December 2006 meeting of the CoM discussed a number of possible amendments to the Codes.

Most of these were relatively minor amendments, mainly designed to modify wordings or re-align the Codes in line with key requirements of the Housing Act. A number of changes were agreed (see **Appendix Two: Amendments made to the ANUK/Unipol Codes 2006-2007**).

There was considerable discussion in respect of a clause in the Codes which requires providers to deal in certain ways with late running buildings and the provision of alternative accommodation. A number of possible re-wordings for this clause were considered, however, none were felt to improve on the existing wording and this remained.

As well as discussing specific amendments to the Codes, members of the CoM were asked to give some consideration to a range of possible improvements and additions to the Codes.

Two key topics of discussion at the February 2007 in this respect were:

- incorporating certain sustainability issues into the Codes and examining energy charging
- the need to re-assess the existing security standards with the Home Office who would like to see the Codes develop a set of national minimum standards.

Also discussed was the impact of Tenancy Deposit Protection that comes into force in April 2006 and affects the majority of Code bed spaces which are let on Assured Shorthold Tenancies. It was established as important that the Codes should reflect similar timescales to those being established under TDP. An analysis of the likely operational timescales of TDP gave reassurance that the 28 day deadline for returning deposits or notifying any deductions or disputes within this timeframe was very much in line with the TDP timescales.

Ensuring that the Codes interface with the Housing Act

One of the main concerns that has been raised by members of the CoM, especially those representing private and voluntary sector accommodation providers, is the way in which different local authorities have interpreted sections of the Housing Act. In particular, the definition of what is a self-contained flat for the purposes of HMO licensing.

ANUK/Unipol, and particularly through the ANUK/Unipol Codes representative, Mr Neil Marsden now sits on the LACORS co-ordinating body and is working with LACORS to try and

establish a consistency of approach and also to promote awareness of all the Codes within Local Authorities. It is understood that LACORS are already aware of a number of anomalies affecting larger student buildings and that they will be making some recommendations on this which all local authorities are likely to follow. LACORS have agreed to attend the next meeting of the ANUK/Unipol CoM.

2. An annual review would take place based upon regular monitoring of compliance with the Codes' terms

The Development of the Assessment and Verification Procedures

This is a particularly important area because the Government made it clear in its consultation response (*page 17*) that reliance upon complaints systems alone was unlikely to be effective and that it was normal to involve an element of compliance monitoring based on periodic spot checks.

In the consultation document the Government noted that ANUK/Unipol had set up a system based on a self-assessment questionnaire to be followed by a system of verification. It noted that, although a system had been successfully piloted, the detailed verification arrangements had to be put into place.

Significant steps were taken throughout 2006 to establish the operation of the assessment and verification system designed to ascertain the extent of compliance with the Codes.

- a) The pilot process was completed in March 2006.
- b) Following that the self-assessment questionnaire (key tool for establishing whether members of the Codes were meeting the given standards or not and for use during verification visits) was refined and amended from lessons learned.
- c) The separate Audit Panel was recruited who would verify the self assessments and who would be charged with the task of requesting follow-up documentation and deciding on verification visits to all members.

Members of the Audit Panel were selected on the basis of either specialist knowledge or background in the provision of student accommodation. It was a key component of the Audit Panel that it should have significant expert representation that could give an independent view of Code compliance and that it did not comprise significantly of members. The Audit Panel succeeded in involving a wide range of stakeholders:

- Mr Neil Marsden (Chair) from ANUK but also a senior environmental health officer
- Mr Ian Fletcher from the British Property Federation
- Mr Andrew Griffiths, now head of policy at the Chartered Institute of Environmental Health
- Ms Sarah Mitchell, head of the Housing Act implementation team at Shelter
- Mr Philip Moxon, an independent environmental health officer with a particular expertise in HHSRS
- Mr Ron Strong, Assistant Chief Executive, Development and IT, Unipol Student Homes, in respect of systems analysis and development for the Codes.

d) In September 2006 *all* members were sent a self-assessment questionnaire and these were finalised (requiring some additional work by the Code Administrator and the member) and fully completed by February 2007. The questionnaire is a significant document which required a detailed response to how compliance is being achieved across (in some cases large) a portfolio and asks for any deficiencies to be identified by the member.

e) Following this the responses were scored (on a pre-set system) and any areas of performance that needed further attention were identified. This was assisted by the construction of spidergrams reflecting performance in eight key areas:

- equal opportunities
- marketing
- fabric of building

- letting
- tenancy
- post tenancy
- services to tenants
- health and safety.

These allow for swift comparison of members' performance and highlight inconsistencies within the sector. See **Appendix Three: A selection of Self Assessment and Verification Spidergrams Reflecting Members' Performance 2006-7 by Type of Provider.**

f) The Audit Panel had its first full meeting on 16th August 2006 to review these assessments and agreed on a number of sample verification inspection visits at a second meeting on 9th November 2006, which will take place between May and June 2007. Inspection visits are scheduled in Leeds, Bradford, Nottingham and Leicester and will cover developments managed by sixteen existing members of either Code.

g) A second meeting of the Audit Panel will take place in late June to discuss the findings and will make any recommendations to the Complaints Tribunal Panel should serious non-compliance be discovered.

By June the full assessment, verification and compliance system will have run its first cycle and will be reviewed to run on a set cycle thereafter.

In line with its previous commitment, in order to avoid any conflicts of interest with Unipol as administrator of the Code and a member of it, an independent assessment is being undertaken of Unipol's compliance by external consultants and Unipol plays no part in discussions about its own performance.

The assessment and compliance method has already brought many positive changes within members' management systems, including greater verification and tighter systems operations. Some changes, such as the need for locked letterboxes and the move away from communal pigeon holes, have, although within the micro management area, improved the service levels within the developments concerned and raised management expectations.

Generally, it can be demonstrated that in a number of areas (information delivery, contact with staff, the proper completion of new buildings, repairs targets and a number of operational policies) management standards have been raised to enable a positive self assessment to be completed and this has increased transparency and accountability to tenants: very much as licensing is designed to do.

Although the assessment and verification system did involve significant work by Code members, they found it a helpful and positive experience and no resistance was found from any member. Fears that the system would be unhelpful, inappropriate or over-bureaucratic can be laid to rest.

Complaints and Tribunal Procedures

The Tribunal Panel (the body created to determine any complaints which could not be easily resolved) was decided upon in 2005.

It was agreed to invite Mr John Martin (Barrister) to act as the Chair and to create two vice Chairs (one a student representative and one representing providers) to support him. NUS and UniversitiesUK were invited to nominate one person each to sit on the Panel, and it was also agreed that the final Panel members should consist of representatives of the providers. The full membership was agreed as follows:

- Mr John Martin (Chair) - barrister
- Ms Jacqueline McNee (Vice Chair) - elected student sabbatical officer, representing student tenants
- Mr Keith White (Vice Chair) - from CRM Management representing suppliers
- Ms Veronica King (NUS) elected student sabbatical representing tenants
- Mr Andrew Nightingale (UUK) - nominated by UUK

- Mr Mark Allen - from UPP representing suppliers
- Mr Gavin Duncan - from OPAL representing suppliers
- Mr Paul Rowlinson - from Shaftesbury Housing Association representing RSL suppliers.

The Committee of Management has decided that the Tribunal Panel should meet on an annual basis, regardless of whether or not it has been required to sit to hear any specific cases. The first annual meeting provided an opportunity for the Tribunal Panel to review the procedures relating to its work and to make recommendations for alterations.

Since January 2005 the National Code Administrator has received correspondence from 10 individuals who have raised issues of concern about large student developments operated by providers, most of whom are not currently members of the Codes. However, only one of these was a formal complaint that had not been resolvable between the provider and the person who brought it. This complaint is highly technical and relates to a particular fire standard installed within a new hall of residence: ANUK/Unipol have asked the regulatory authorities (in this case the local fire service and the Local Authority) for their view on this matter which is likely to be definitive in the Tribunal settling the matter).

The National Code Administrator keeps a record of all correspondence which is sent to him that may potentially lead to a formal complaint being issued and keeps notes of any outcomes that result from these.

The 10 complaints received, although small, are in line with the previous opening years of many accreditation schemes. As the Codes become better known complaints generally increase and then, as suppliers respond to problem areas, decrease. The ANUK/Unipol Codes anticipates a greater number of complaints will be received in 2007-2008 than previously.

Complaints can be made on-line and web links exist to other key stakeholders (including NUS) where information about the Codes and their procedures can be found.

3. That the review and progress of the Codes will be guided by committees of management and that ongoing development will be guided by the Protocol agreed between ANUK and UUK with a view to establishing convergence of the Codes and within three years a unified code.

The ANUK/Unipol Codes Committee of Management

The Committee of Management (CoM), which oversees the day-to-day running of the Codes, is comprised of representatives from:

- the three consortium members (who devised the Codes), the Accreditation Network UK (ANUK), the National Union of Students (NUS) and Unipol Student Homes
- accommodation providers signed-up to the Codes who operate more than 2000 bed spaces
- partner organisations (CIEH, CLG, UUK, AoC)
- professional bodies with the educational sector (ASRA, CUBO, AMOSHEE) and
- government (CLG and the Welsh Assembly)

In the initial year, 2006-7, four meetings of the CoM were held: all were well attended. The meeting cycle is being reduced to 3 hereafter. One of these three meetings will be open to all members and will have the function of an annual gathering.

As the number of members increased during 2006, especially those automatically awarded representation on the CoM, so the numbers eligible to attend meetings has grown.

Meetings have been well-attended by members, who see this as a forum within which they can exchange good practice and compare experiences. This is very much the format that ANUK/Unipol envisaged in setting up an inclusive and operational Committee. Those attending have a high level of involvement, submitting matters for discussion, commenting on likely changes and inputting into the process at every level.

The meetings have also provided useful forums for the discussion and dissemination for CLG who addressed three meetings and provided briefings on the Housing Act 2004, Tenancy Deposit Protection and Energy Performance Certification. The input from CLG on the CoM has been much appreciated and they had a real input into the operation of the Codes. CLG have also attended regularly and have made a significant contribution to the work of the CoM.

The CoM has been hosted by members free of charge and their help in enabling meetings, mostly in central London, to take place should also be recorded here.

See ***Appendix Four: Attendance at the ANUK/Unipol Committee of Management.***

Convergence and Governance

The Government Consultation document (and the Protocol developed between UUK and ANUK/Unipol) clearly saw the UUK Committee of Management and the ANUK/Unipol Committee of Management as being the epicentres that would enable discussion leading to the convergence of the Codes, assisted by CLG's and NUS's involvement.

Over the last year the UUK Code has failed to develop its Committee of Management structure and the attendance of its nominated members on the ANUK/Unipol Committee of Management has been poor and, on the few occasions when members have attended, they had not been briefed or informed of any developments concerning the UUK Code.

As a consequence of the lack of both governance structure and involvement from UUK no discussions on the Code's joint development has been possible.

In its meeting of 1st June 2006 the ANUK/Unipol CoM expressed concern about the lack of a UUK Management Committee. At a subsequent meeting UUK informed the CoM that an initial meeting would be held in December. A meeting was not called until 6th March 2007.

ANUK/Unipol wrote on 29th August 2006 to CLG expressing concerns over:

- the lack of action in establishing the UUK governance structure
- the proposed membership of the UUK Committee which appeared to have no provisions for any conflicts of interest between members of the Committee reviewing their own performance through the UUK Code
- the lack of external representation from the housing sector or those of experience of housing issues at a professional level.

The only meeting called, on 6th March at UUK's offices, was a preliminary meeting from which no minutes or notes have yet been issued (as of 22nd April 2007). In that meeting, attended by a representative of ANUK/Unipol, there appeared to be some confusion about the inter-relationship between the old Steering Group (now retitled *Sector Advisory Group*), which is remaining, and the Committee of Management and their respective roles in developing the UUK Code. Neither ANUK/Unipol or NUS are represented on the Sector Advisory Group, which appears not to have met since its inception.

It was confirmed at the preliminary meeting of the UUK Management Committee that UUK did not see its role as disseminating information about their Code or developing any guidance for auditors or its members in respect of compliance. It was not clear whether UUK saw it had any role in assessing or verifying the standards which its members had signed up to.

The ANUK/Unipol Protocol

The Protocol, as agreed on 21st April 2006 made particular provisions for matters that would encourage convergence:

- information about each of the Codes should be provided and both parties will mention the existence of both Codes in that information
- there would be an annual review between ANUK/Unipol and UUK after one year to ensure consistence between Code standards and those being encouraged through the Housing Act 2004

- there would be reciprocal representation on the UUK and ANUK/Unipol Governance Committees
- UUK will assist ANUK/Unipol in recruiting existing suppliers to join the non educational establishments Code
- UUK and ANUK/Unipol will undertake joint training in respect of all three Codes.

Again, the delay in implementing a governance structure has made the development of the Codes together impossible and ANUK/Unipol does not regard reciprocal representation on governance committees as having been achieved.

Because of the lack of interest in joint training ANUK/Unipol is undertaking its own training for its own members which is proving popular. It is not aware of any training that is available for UUK Code members.

ANUK/Unipol has written to UUK suggesting a date for the annual review meeting in May 2007.

4. Conclusion

This has been an important and successful year for the operation of the ANUK/Unipol Codes with achievements including:

Achievements in the First Year:

- membership has increased and now involves almost all of the private providers who are strong in their support of this initiative
- membership from Colleges of Further Education is increasing
- the Code for Educational Establishments is strongly supported by those who have chosen to join it
- the membership fee charged has been supported by members and provides for the running costs of the Code on a day to day basis ensuring their sustainability
- the Codes are more widely known by students and their parents
- the ANUK/Unipol Codes have support from professional organisations such as the CIEH and Local Authorities are learning about the value of the Codes within their areas, helped by the increasing activities of LACORS
- the governance arrangements have worked well and meetings are well attended by stakeholders
- many organisations have agreed to be stakeholders in the Management Committee, the Audit Panel or the Tribunal
- the model of participatory stakeholders, involved in a quest for better performance and higher standards has been a successful one

The structure of the Codes:

- their efficient administration
- ongoing review
- assessment
- monitoring
- verification and dealing with complaints has been established and will have completed its first full cycle by June 2007.

Challenges for the Second Year

On the Codes themselves the Codes need to be revised to address:

- sustainability issues
- a national security standard needs to be set with the Home Office
- the implications of the Tenancy Deposit Protection Scheme
- a necessary review of what constitutes "controlled and managed" by educational institutions (where there are initial indications the Codes are offering protection to private sector suppliers under the umbrella of an educational establishment).

- the cycle of self assessment and verification visits for the future and the development of a cyclical revisiting of suppliers in the future

membership remains an important area:

- the Codes will seek to grow their membership to a target of 110,000 bed spaces by April 2008
- student and parental awareness of the Codes and their value needs to increase as does information on suppliers web sites
- training for suppliers' staff will be increased and a regular programme established.

The challenge of convergence remains: ANUK/Unipol is committed to its earlier views that ongoing dialogue and meaningful discussions with those who operate the UUK Code is important, but, after trying, unsuccessfully, to insist that the governance process, the audit and compliance checking of the UUK needs faster and committed development, it has taken the firm view that the success of the ANUK/Unipol Codes cannot be held back by the lack of development elsewhere. The UUK Code is currently little more than a self declaration by members to standards, procedures and audit which have been defined neither nationally or locally.

The ANUK/Unipol Codes are fulfilling their earlier promise and are acting positively to improve management standards, identify and encourage best practice and respond to fresh challenges that constantly arise in the provision of high quality rented accommodation. Constant evolution with involved and committed stakeholders is essential in this ongoing journey.

Appreciation

A number of members have left the Committee of Management who had an important role in assisting ANUK/Unipol to develop the Codes.

CLG's member on the CoM, Mr John Daniels, has recently retired and here is an appropriate place to mark the Committee's thanks for his help, assistance and professionalism since the creation of the Codes.

NUS have maintained a consistent interest in the Codes and have helped to set in principles over the last four years. No one has worked harder for the Codes than Veronica King, the Vice President Welfare of NUS who leaves the organisation this July after being an elected sabbatical officer for the maximum term of two years.

UNITE have consistently supported the Codes as a founder member and their staff member Nick Stanton has always full participated in the Code's development. He has recently moved to new pastures and we wish him well.

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Managed by Higher Education Institutions and for Student Accommodation Managed
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Appendix One: The National Codes Budgets 2005-6, 2006-7 and 2007-8.

Description	Actual 2005/2006 £	Budget 2006/2007 £	Budget 2007/2008 £
Income			
Funding	10,000	0	5,000
Fees income	55,631	70,060	69,000
Total Income	65,631	70,060	74,000
Expenditure			
Share of general exp – Unipol offices	5,624	7,465	8,640
Share of staff costs	25,366	28,595	31,984
Travel & motor expenses	176	3,700	1,750
Communications and publications	11,348	5,750	6,150
Merchandising	0	2,750	2,750
Miscellaneous	788	10,000	2,500
Consultancy	23,613	10,000	11,250
PR	0	0	8,000
Tribunal Expenses	1,154	0	0
VAT	(4,384)	0	0
Depreciation			
Computer equipment	181	275	248
Fixtures and fittings	651	680	706
Total Expenditure	64,517	69,215	73,977
Code of Standards Surplus/(Deficit)	1,114	845	23

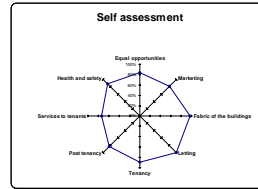
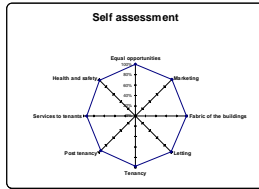
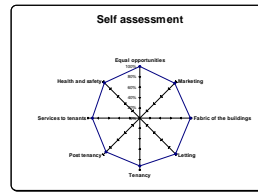
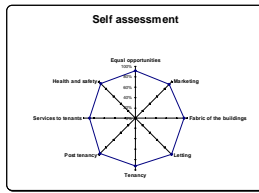
Unipol's financial years run from 1st August to 31st July.

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Appendix Two: Amendments made to the ANUK/Unipol Codes 2006-2007

2006 Version	2007 Version
<p>Kitchen Facilities Managers will ensure that:</p> <p>3.15 All kitchen facilities are designed and installed having regard to safety;</p> <p>3.16 Food storage and preparation facilities comply with levels of provision laid down by the Local Authority for developments of this type;</p> <p>3.17 Kitchens contain an adequate number of appropriately positioned plug sockets;</p> <p>3.18 Kitchens are sited on the same level as the sleeping accommodation or have an adjacent dining or communal space where eating at a table can take place.</p>	<p>Kitchen Facilities Managers will ensure that:</p> <p>3.15 Shared kitchens are designed and installed having regard to safety and are of such layout and size and equipped with such facilities so as to adequately enable the storage, preparation and cooking of food and comply with any standards required by the local authority for this type of development.</p>
<p>Toilet and Personal Washing Facilities Managers will ensure that:</p> <p>3.19 WC, bath and/or shower facilities comply with the levels of provision laid down by the Local Authority for developments of this type;</p>	<p>Toilet and Personal Washing Facilities Managers will ensure that:</p> <p>3.16 Adequate WC, wash basin, and bath and/or shower facilities are provided, and in compliance with any standards laid down by the Local Authority for this type of development;</p>
<p>Energy Efficiency Managers will ensure that:</p> <p>4.10 Tenants are given, on request, advice on how best to heat the accommodation and use hot water in an energy efficient way when using the facilities provided.</p>	<p>Energy Efficiency Managers will ensure that:</p> <p>4.10 Tenants are given advice on how best to heat the accommodation and use hot water in an energy efficient way when using the facilities provided.</p>
<p>Security Measures Managers will ensure that:</p> <p>4.19 Any intercom entry systems should not allow access to the building without the tenant being able to establish the identity of the caller;</p>	<p>Security Measures Managers will ensure that:</p> <p>4.19 Any intercom entry system, where installed, should not allow access to the building without the tenant being able to establish the identity of the caller;</p>

Private providers (cont)



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Appendix Four: Attendance at the ANUK/Unipol Committee of Management

Member	24/02/2006	01/06/2006	07/10/2006	08/12/2006	02/03/2007	%
Mark Allen (UPP)	Apologies	Apologies	Observer	Present	Present	40%
Jason Bains (Derwent)	Observer	Present	Present	Apologies	Present	60%
Stuart Black (London Met)	Present	Present	Present	Present	Apologies	80%
Martin Blakey (Unipol)	Present	Present	Present	Present	Present	100%
Andrew Cardy (UUK)	Apologies	Present	Apologies	Apologies	Apologies	20%
Jonathan Chandler (G/wich)	Present	Apologies	Apologies	Present	Observer	40%
Jeff Childs (Welsh Gov)	Apologies	Present	Apologies	Apologies	Apologies	20%
John Ripley (Victoria Hall)	Apologies	Apologies	NA	NA	NA	0%
Bob Crompton (Victoria Hall)	NA	NA	Present	Present	Apologies	66.67%
Tim Cobbett (UUK)	Apologies	Apologies	Apologies	Apologies	Apologies	0%
John Daniels (CLG)	Present	Present	Apologies	Apologies	Present	60%
Graham Donaldson (Mainstay)	NA	NA	Present	Present	Present	100%
Gavin Duncan (Opal)	Present	Present	Present	Apologies	Present	80%
Ian Fletcher (ANUK)	Present	Present	Present	Apologies	Apologies	60%
Agenes Gautier (NUS)	Apologies	Present	Present	Present	Apologies	60%
Andrew Griffiths (CIEH)	Apologies	Present	Apologies	Apologies	Apologies	20%
Allan Hilton (Cass & Claredale)	NA	NA	Apologies	Present	Present	66.67%
Dennis Hopper (UoL)	Present	Present	Observer	Apologies	Apologies	40%
Paddy Jackman (UUK)	Present	Present	Apologies	Present	Apologies	60%
Veronica King (NUS)	Apologies	Present	Apologies	Apologies	Apologies	20%
Neil Marsden (ANUK)	Present	Present	Present	Present	Present	100%
Anne-Marie Watkinson (Unipol)	Apologies	Present	NA	NA	NA	50%
Jacqueline Mc Nee (Unipol)	NA	NA	NA	Present	Apologies	50%
Claire Powrie (AMOSHHE)	Present	Apologies	Apologies	Apologies	Apologies	20%
Helen McNeely (AMOSHEE)	NA	NA	NA	NA	Present	100%
Jeff Preen (Liberty Living)	Present	Present	Present	Present	NA	100%
Charles Marshall (Liberty)	NA	NA	NA	NA	Present	100%
Paul Rowlinson (Shaftesbury)	Present	Apologies	Present	Apologies	Apologies	40%
Robert Russell (AoC)	Present	Present	Present	Apologies	Apologies	60%
Nick Stanton (UNITE)	Present	Observer	Present	Present	Present	80%
Alan Russell (UNITE)	NA	NA	NA	NA	NA	NA
Terence Treadwell (ASRA)	Present	Present	Apologies	Present	Apologies	60%
Geraldine Ward (U o Herts)	Apologies	Apologies	Apologies	Apologies	Present	20%
Keith White (CRM)	Present	Present	Apologies	Present	Present	80%