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UUK/Guild HE
Code of Practice
for the Management
of Student Housing

Annual Report 2009/2010

UUK/GuildHE

Approved Code of Practice for the Management of Student Housing

Fourth Annual Report 2009/2010

July 2010

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1. Introduction

1 This is the fourth Annual Report on the UUK/GuildHE Approved Code of Practice for the Management of Student Housing. It covers the period September 2009 to August 2010. Results from 26 higher education establishments (HEE) are presented in this report. Operation of the Code continues to be overseen by the Governance Board, assisted by the Sector Advisory Group (SAG). The Board and the SAG meet on 3 occasions during the year. The current terms of reference and membership of these bodies are at Annexes C and D.

2 In addition to the significant developments for the Code covered in the fourth Annual Report, the Governance Board has:

- commissioned follow up research into the take up, by members, of the Code's promotional materials on institutional websites
- following a comprehensive consultation process, submitted the first revised version of the CoP for parliamentary approval
- launched the second version of the Code.info website
- developed promotional materials for use at pre-entry graduate events

2. Coverage of the Code

4. 158 institutions are registered with the Code (147 in England and 11 in Wales). More than 4431 buildings and 235431 rooms are covered. Membership lists for the Code can be found on the website:

<http://www.universitiesuk.ac.uk/PolicyAndResearch/Guidance/AccommodationCodeofPractice>

A list of registered institutions can be found in appendix H.

5. Establishments wishing to sign up to the Code are required to submit a letter from the Vice Chancellor or Principal formally stating that intention and undertaking to adhere by the provisions of the Code. A list of all buildings to be included in the Code is also required and it is now a requirement that establishments seeking membership should provide an audit report. Verification of eligibility and compliance is the responsibility of the Governing Board, advised by the Sector Advisory Group. There were no new members joining the Code during the period covered by this report.

3. Executive Summary

6. This fourth Annual Report presents a record of the significant achievements made by the administration and governance of the Code and, more importantly,

the positive impact on improving the management arrangements for the benefit of the 236,764 students who are resident in the higher education establishments.

7. In particular the Governance Board would like to highlight the following achievements:

- Clear evidence from CUBO, AUDE and ASRA that the Code is now embedded in the management arrangements of Code members and is having a positive impact on the quality of the student experience
- Successful relaunch of a Code.info website with improvements in the content and links to members home pages
- A third annual conference which focused on the review of the current CoP
- The completion of the consultation process to inform the development and submission of the first revision of the UUK CoP
- A matrix has been developed which shows the cycle of audits across the membership which will enable the Governance Board to monitor compliance in the future whilst assisting members in their preparation for future audits

4. Audit

a) Procedures

8. As emphasized in previous annual reports, it is a requirement of the Code that an establishment's internal audit procedures must include an assessment of how well the management of student accommodation satisfies the provisions of the Code. The administrator has liaised closely with members and has achieved audit returns from all but 20 establishments by the due date. The Governance Board is disappointed that so many institutions failed to submit their audit reports in due time. Steps will be taken to communicate further with members regarding the need to plan well in advance for the establishment audits. At the time of submission of this report 11 of the 20 institutions have now completed their audits.

9. The positive feedback received continues to indicate that both the audit self assessment checklist and the guidance have proved useful in assisting auditors to adopt a rigorous approach to assessing compliance with the Code as well as providing operators a useful tool to enable the monitoring of standards. Auditors continue to report that establishments are, in general, aware of the requirements of the Code; that staff have prepared well for the audit process; that they are responsive to recommendations; and that they are willing to change policies as a result of audit findings.

b) Findings

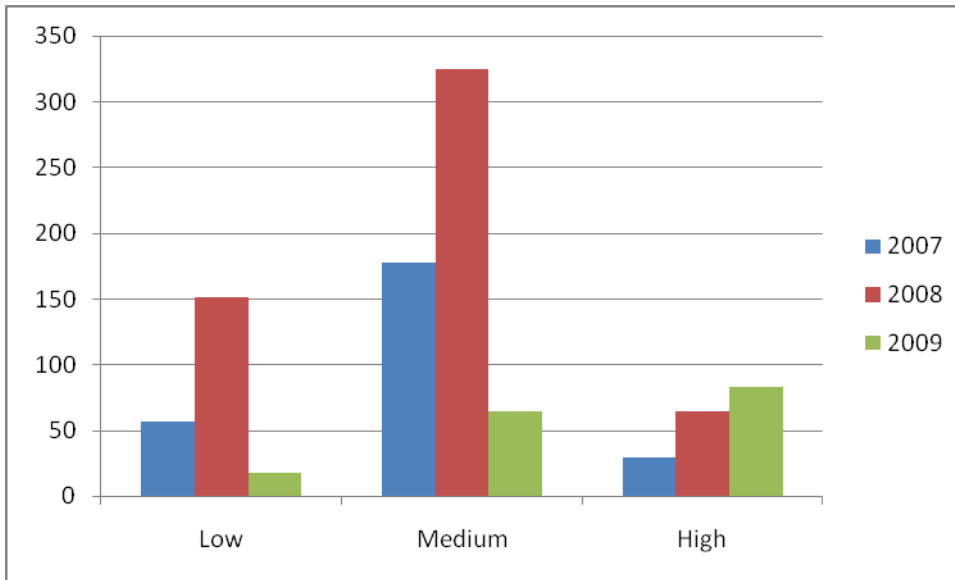
10. As reported above, all but 9 establishments have now completed full audits for 2009/10. Analysis of the results from the 20 establishments, included in this report, shows that auditors made a total of 166 recommendations – i.e. an average of 6.4 per establishment, compared with 3.4 in the previous year.

11. Table 1 below gives details by risk level and year. “Risk” here refers to the risk, as assessed by auditors, of non compliance with the Code, the level of risk being determined as high, medium or low. It is not a measure of risk to, for example, personal safety, nor does it equate to the assessment of risk under the Housing Health and Safety Rating System, introduced by Part 1 of the Housing Act 2004. Also it should be noted that there will be some variation in auditors’ assessment of risk – because of different interpretations of what constitutes a high or medium risk, for example, and because of the wide differences in the location and nature of HE campuses, which may well give rise to different perceptions of relative risk for some elements of the Code.

Table 1 Areas identified for improvement analysed by risk

Risk	2007/8		2008/9		2009/10	
High	30	11%	65	12%	18	11%
Medium	178	67%	325	60%	65	39%
Low	57	21%	151	28%	83	50%
Total by Year	265		541		166	

12. All of the recommendations rated as high risk for the complete set of audit returns have been reviewed by the SAG with regard to the nature of the risk involved, an assessment of the management response and the timescale for remedial measures. The SAG discovered that 10 institutions required follow up action, with 5 of these institutions needing follow ups on more than one section of the Code. 9 institutions did not require follow up action as they had commissioned the appropriate management action within acceptable timescales. All of these cases will be followed up as part of the next annual cycle.



13. Particular attention was paid to recommendations involving those elements of the Code which are mandatory and recorded as high risk. Table 2 below shows the total number of recommendations for mandatory elements by level of risk.

14. The database provides a summarised information report on the audit records for each establishment. Where auditors have made recommendations identifying a high risk and concerning mandatory elements of the Code the report includes the improvements required by the auditors, the management response and the timescales. Annex A gives an example of a report derived from the database.

Table 2 Recommendations concerning mandatory elements of the Code

Risk	2007		2008		2009/10	
	Count	Percentage	Count	Percentage	Count	Percentage
High	20	13.5%	65	18%	14	12%
Medium	105	70.5%	207	57%	46	41%
Low	24	16%	93	25%	53	47%
Total by Year	149		365		113	

15. Annex B provides an analysis of audit reports for 2007/08, 2008/09 and 2009/10 in terms of identified areas for improvement and level of risk for the seven sections of the Code. Involving student representatives in complaints handling, undertaking risk assessments, publishing service level statements on reporting and rectifying of building defects are the most significant improvements required from the 2009/10 audits. The SAG will use this material to identify sector wide issues and appropriate action including prompting further guidance from the professional bodies concerned.

16. A number of audit reports highlighted areas of good practice followed by HEEs in meeting the requirements of the Code. These included:

- staff awareness of the content of the Code and its implications for clear management procedures
- undertaking self assessments prior to audit, ensuring that the necessary evidence is readily available and well-organised

5. Complaints Procedures

a) Procedures

16. It is now established practice for all member contacts to provide information on any formal complaint, made in relation to an establishment's alleged non-compliance with the Code that is not resolved locally by the accommodation service or by a senior body within the institution. As awareness amongst the students of the Code grows, a consequence of this has been an increase of 2 complaints compared with last year. This upward trend is not unexpected and may continue for future years as we continue to raise the profile of the CoP and encourage students seek address for non-compliance with the mandatory elements of the Code. A table of the formal complaints received this year is presented in Annex G.

b) Findings

16. At the time this report was prepared, 14 formal complaints had been received; an increase of 2 from last year. The Sector Advisory Group and Governance Board have considered all of the cases, and have concluded that establishments have responded appropriately in dealing with the matters prompting complaint. At the time of writing this report there is one complaint that is awaiting response from UUK on the next steps to take, and a further two universities where we are awaiting a response as to whether the complaint was closed or not.

17. In one case, there was no shower for several weeks. On top of this there was a leak and the ceiling collapsed. An apology letter was sent to those students affected, plus a payment was given to each student. The shower was replaced and the ceiling replaced at a time that was convenient to the students.

18. In a second case, a student was charged an early leaver fee which she claimed was unfair as the amount charged was different for each hall, yet the

process was the same. The procedure was bench marked against other members and will be reviewed for academic year 2010/11. The student was refunded the early leaver fee.

19. In a third case students that shared a flat complained about the lack of storage available to each of them in the fridge/freezer they shared. Residents are informed via the Welcome Booklet and through the Hall Induction that each resident has half a shelf in the fridge and half a draw in the freezer. Residential Services organised a flat meeting to discuss the best way to organise the fridge/freezer and the responsibility to respect other flatmates' items, as some residents were unhappy that flatmates did not throw out of date food, etc. The meeting was followed up by email to summarise the outcome of the meeting.

20. Procedures are now in place to monitor infringements of the Code year on year so that any serious and persistent problems will be readily identified and scrutinised by the SAG and the Board. As is made clear in the Code, if there is evidence of serious and persistent management failure within a particular building or institution, the Board may determine an HEE is no longer compliant with the Code in respect of some or all of its student accommodation.

6. Management arrangements

21. The National Administrator now provides the administrative support for both the Sector Advisory Group and the Governance Board.

22. Enhancements to the CoP database continue to be made to improve performance monitoring and communication with members.

7. Activities

23. Presentations on the Code were made by members of the SAG to a number of annual conferences including those of College and University Business Officers, the Association for Student Residential Accommodation, the British Association of Cleaning in Higher Education and the University Safety and Health Association.

8. Publicity and Promotion

24. As noted in the first annual report, although the introduction of the Code had been publicised at national and local level, there was concern that some of the publicity had not been wholly effective. The Governance Board approved proposals for market research to be undertaken by a third party (QR8 Ltd) on the members' take up of materials promoting the Code.

25. The aim was to establish the following:

- 1) How easy is it to find the relevant university accommodation section or page in the first instance?
- 2) Does the relevant page carry a UUK Code of Practice logo/link?
- 3) If not, does it offer a link directly to www.uukcode.info, with relevant information?
- 4) If not, does it offer a link to another relevant resource - e.g. the Universities UK relevant page?

To monitor progress over the past 12 months a further review was commissioned which provided the following information.

The researchers reviewed 159 member websites (115 last year) and found the following:

- 26% of the sites surveyed are now displaying one of the UUK Code of Practice logo/link graphics this is up from 3% last year.
- Over 62% of the surveyed sites do not appear to have any mention of the Code, or a link to where it can be seen. This is up from 50% last year, but the sample size has been much greater due to the inclusion of all the Oxford Colleges, as opposed to the University Of Oxford main website. (uukcode.info, universities.ac.uk/acop, etc.)
- In about three quarters of the sites they surveyed, the accommodation pages were easy or fairly easy to find (broadly the same as last year). In 27%, the researchers considered they were to be found with some difficulty (up from 22% last year), and the remainder (just 4% down from 5% last year), were very difficult or impossible to find.

This research will be repeated in the autumn of 2011 to continue to monitor what further improvements members have made to the on-line promotion of the Code.

26. During the year further publicity for the Code at national level included presentations by members of the Sector Advisory Group at the annual conferences of the Association for Student Residential Accommodation (ASRA), the College and University Business Officers (CUBO) and attendance at NUS national event. All these events were notable for a keen interest in the development of the Code, a useful exchange of good practice in its promotion and feedback from student representatives.

27. There have continued to be developments of the member's website. This includes updates on the introduction to the Code, details of the functions and membership of the Governing Board and the Sector Advisory Group, a step by step guide to the process of joining the Code, a list of members, information for students provided by NUS, a section on how to implement the Code including the procedures to be followed on audit and verification of compliance, annual reports, presentations made to the first and second annual conference, future events, and links, including to the Accreditation Network UK. The website content is now checked and updated on a monthly basis by the administrator.

THIRD ANNUAL MEETING

28. The third Annual Meeting, held on the 3rd November 2009, attracted 46 delegates from 37 different institutions (down by 50 from the previous event). Hosted by Universities UK, the venue and hospitality were of a good standard and well received by delegates. Conference Packs were provided which included relevant information on the day's proceedings, together with a copy of the thirdrd Annual Report.

29. Speakers on the day were as follows: Sarah Wayman and Mark McCormack, discussing the NUS rent survey and security in accommodation; Dr Neil Jennings on The Student Switch Off campaign; Pat McGrath from the University of Sheffield, on their E-induction system; Paddy Jackman on the 2008/9 Annual Report; and Mark Swales, who led on the consultation process for the revisions to the new draft Code of Practice.

30. According to delegate feedback, the most useful aspects of the meeting were:

- Consultation of the revised draft of the Code
- E-Induction

31. Some members fed back regarding potential improvements for future events, such as:

- Interest in holding discussion groups on the experiences of being audited for next year's event
- Learning about aspects of Code implementation within different institutions
- Having structured workshop groups to ensure representation of different elements of accommodation service (Allocation, Halls Management etc.)
- Practical events/presentations/workshops for the exchange of ideas and best practice
- More time for the consultation section if this is repeated in the future.
- Receiving the confirmation and copies of documents earlier
- Mixing the groups more during group work

32. The Sector Advisory Group is now working with ANUK to host a joint annual meeting of Codes of Practice in 2010 with a provisional date of the 11th November 2010.

9. Further development

33. The links between the two codes and the working relationships have continued to improve, and there will be an opportunity to explore further developments over the forthcoming twelve months, including the holding of a joint annual event.

10. Challenges for 2011

34. As we approach the fifth year of operation, the Governance Board is seeking to take forward the following initiatives. These are focused on further improvements to the student experience by raising awareness of the Code and the local mechanisms which exist for feedback on service quality issues and for the benefit of members, the production of a revised Code of Practice.

35. The objectives for the next year are:

- The implementation of the revised Code of Practice
- Issuance of revised audit guidance and self assessment checklist, following the approval of the revised Code
- Undertake further research on the effectiveness of members' websites in supporting the promotion of the Code to students
- Repeat the national research undertaken in 2008 on students' awareness of the Code in conjunction with I-Graduate and NUS
- Host the fourth Annual Conference
- Create and make available additional promotional materials templates for members to use at open days and student induction events
- Share best practice on handling student complaints

Annexes

A. Example of summarised information report derived from the audit data base

B. Detailed analysis of audit recommendations by section of the Code with associated case studies

C. Terms of reference and membership of the Governing Board

D. Terms of reference and membership of the Sector Advisory Group

E. Background to the Code

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Annex A

Audit Categorisation 2008

35	University of XXXX	Mandatory	Audit Categorisation	Amount
		Yes	High Risk	3
			Medium Risk	3
		No	High Risk	1
			Medium Risk	6

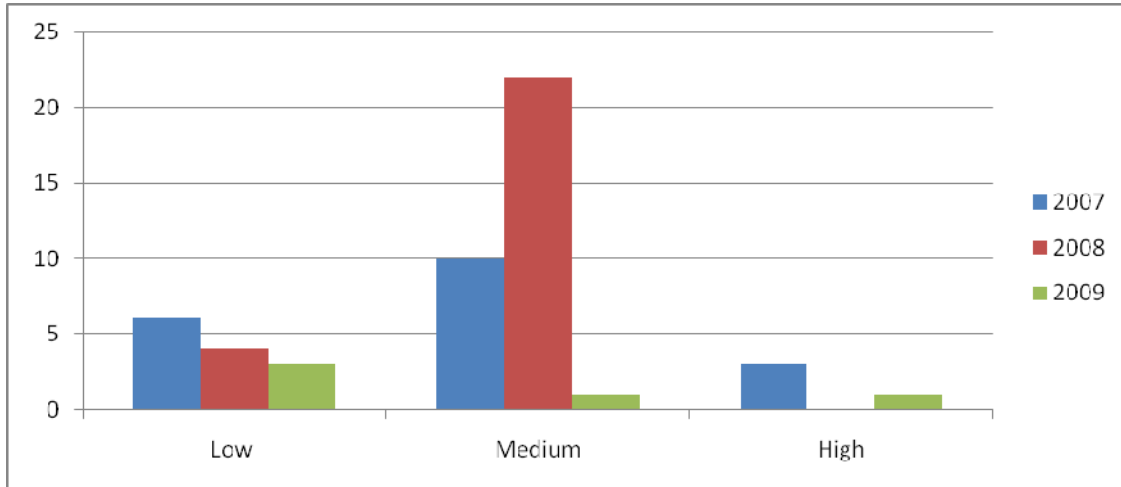
Mandatory High Information

Code	Recommendations	Management Actions	Timescales
2.10	Records of testing and item performance (PAT/CORGI etc), specification of other services and emergency procedures etc, need to be consolidated to support achievement of required standards.	Records of testing and equipment performance and emergency action will be stored on a central shared drive.	Jan 2009
2.11	The standard essential information covering inventories, gas, electrical and water equipment availability and usage for both items provided by the college and by the students etc. should be finalised as a matter of priority and be available to all.	Hall Guide draft to be produced using template of existing guide and approved by senior management. Publish agreed document for start of 08/09 both on the web and booklet.	Sep 2008
2.2	Risk registers should be prepared and kept up to date for student accommodation and the existing risk assessments and contingency plans should be brought together to support properly coordinated analysis and response.	H+S group to discuss content and source data of register. Working group will establish content, and structure of register and identify any gaps. Group will submit draft register for approval, and publish sep 2008.	Sep 2008

Annex B

Detailed analysis of audit recommendations by section of the Code (% of total recommendations shown in brackets where applicable)

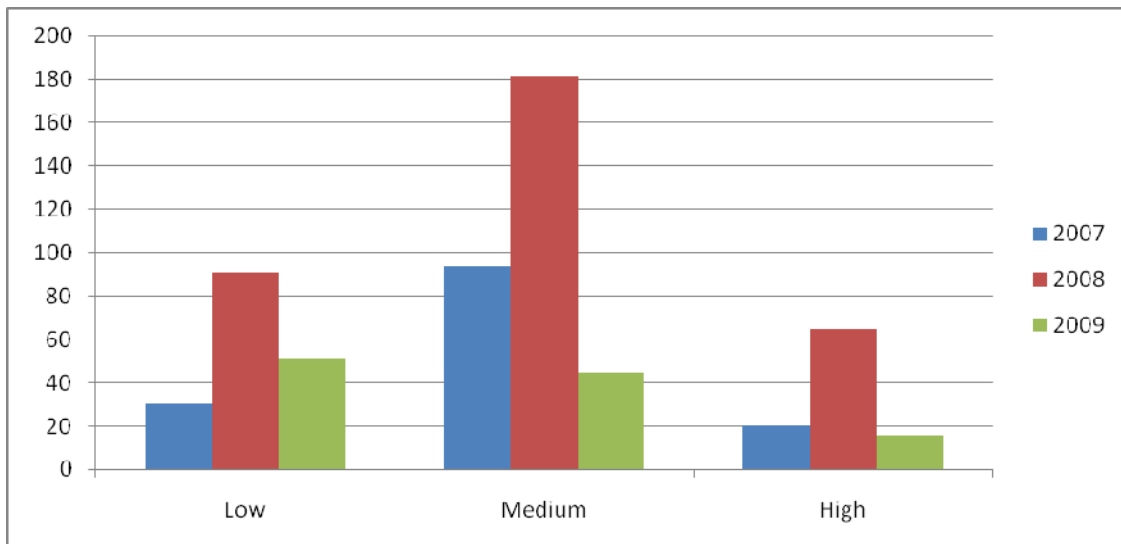
Section 1 - General



Section 1 key areas for improvement were identified as follows;

Section	Description	Paragraph	Count
1	Student representatives are fully involved in reviews of complaints and other admin procedures of code.	1.3	5 (3%)

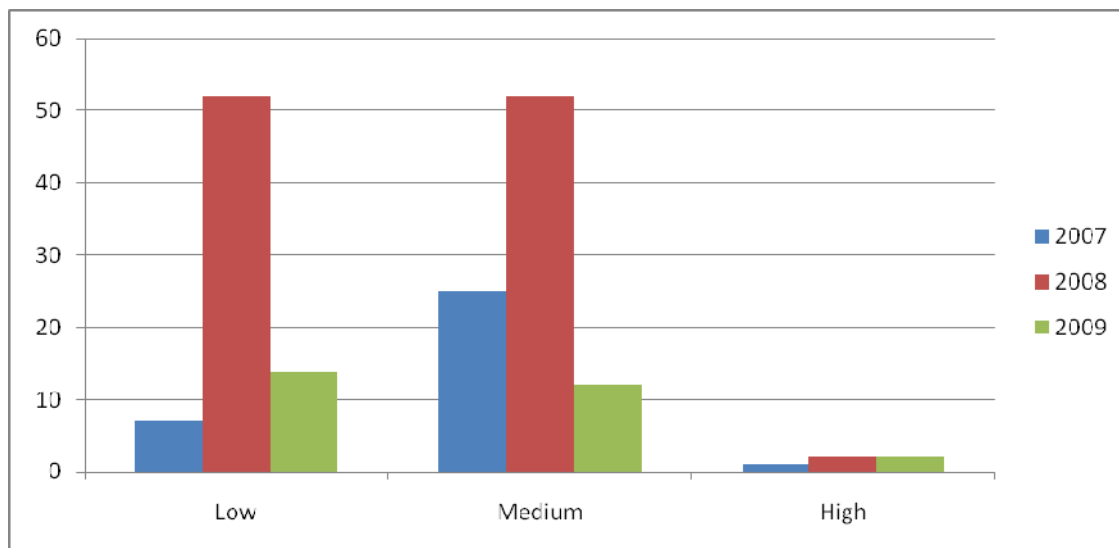
Section 2 Health and Safety standards procedures



Section 2 key areas for improvement were identified as follows:

Section 2	Description	Paragraph	Count
	HEE risk assessment of fire, outbreak of disease or major breakdown	2.2	11 (6.5%)
	Inspection and maintenance of portable appliances	2.18	8 (5%)
	Correct usage and signage of CCTV	2.29	6 (4%)
	Windows should not present a safety hazard. All ground and first floor windows must be securable by the student.	2.26	6 (4%)

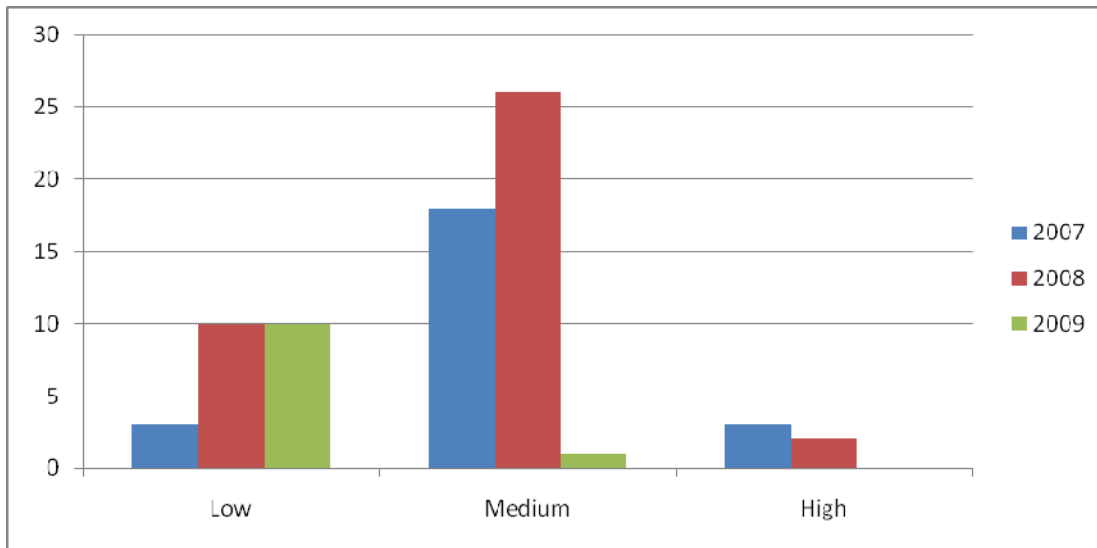
Section 3 Maintenance and repair regimes



Section 3 key areas for improvement were identified as follows;

Section 3	Description	Paragraph	Count
	Service level statement on reporting and rectifying building defects, and set response times	3.2	13 (7.8%)
	Snow and ice clearance policies specify clearance times and display online and in communal areas	3.7	5 (3%)

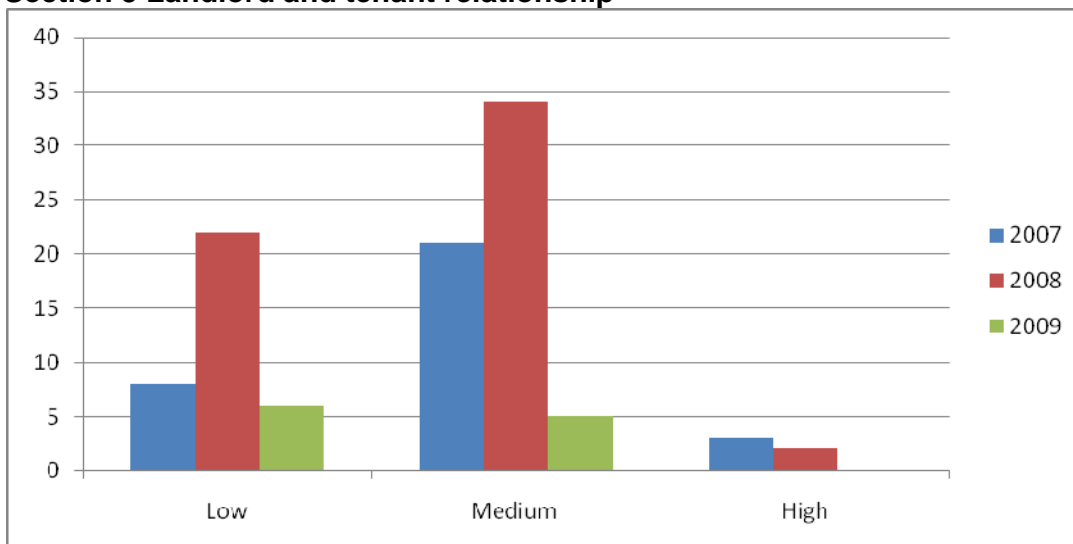
Section 4 Environmental Quality



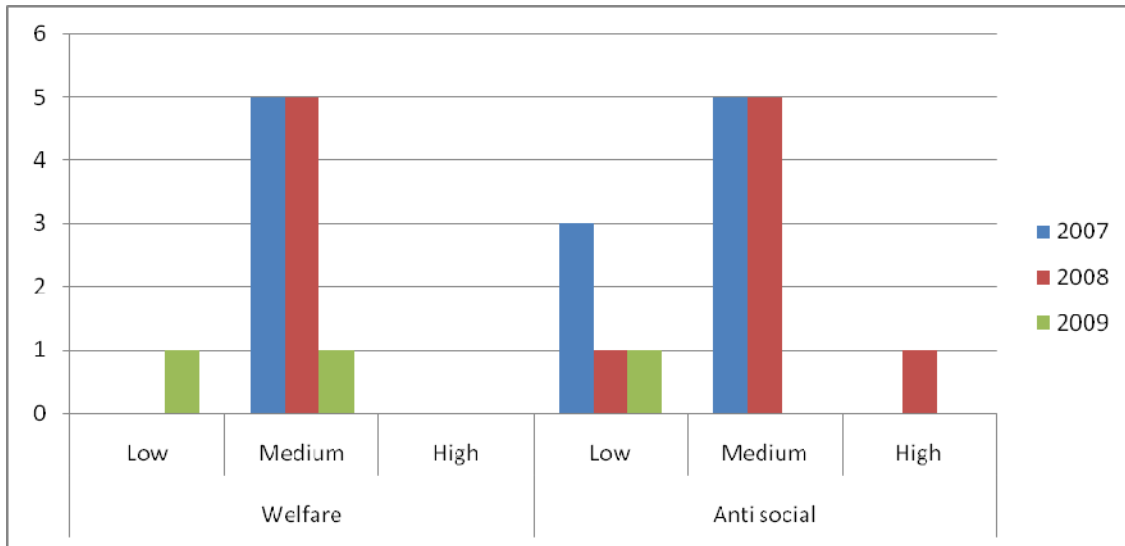
Section 4 key areas for improvement were identified as follows;

Section	Description	Paragraph	Count
4	Adequate heating, hot water and ventilation should be provided. Minimum air and water temperatures should be identified, and students encouraged to be responsible in energy consumption	4.1	7 (4%)

Section 5 Landlord and tenant relationship



Section 6 Student Support & Section 7 Anti-Social Behaviour and Disciplinary Procedures



C. The Governing Board

Terms of Reference

ROLE

The Governance Board will oversee the operation of the Code and issue guidance as necessary on day to day management issues. It will conduct an annual review of the Code taking account of HEEs' experience, audit findings, complaints raising issues with regard to compliance with the Code and reports from other bodies. The Board will receive recommendations from the Sector Advisory Group with regard to the development and promotion of the Code, membership requests and compliance related matters.

TERMS OF REFERENCE

1. To ensure the Code remains relevant and effective
2. To ensure the delivery of the annual report and the statutory instrument to the DCLG
3. To process membership requests and all membership compliance related matters
4. To monitor the performance of the administration and financial arrangements of the code
5. To make proposals to the DCLG on proposed Code developments
6. To monitor the effectiveness of the promotion of the Code and associated activities including the annual meeting
7. To approve amendments where appropriate to the annual cycle of the Code

MEMBERSHIP

- Independent Chair (1 representative)
- UUK/Guild HE (2)
- College and University Business Officers (3)
- Association of Student Residential Officers (3)
- Association of University Directors of Estates (3)

Association of Managers of Student Services in Higher Education (2)
 University Safety and Health Association (1)
 Representative of Auditors (1)
 Accreditation Network UK (3)
 National Union of Students (2)
 Department of Communities and Local Government (2)
 Local Authorities (2)

MODUS OPERANDI

1. The Group will be chaired, on behalf of UUK, by a nominated representative
2. Secretarial support will be provided by the CUBO administrator
3. The work of the Governance Board will synchronise with the annual cycle of the Code
4. The Group will meet 3 times a year, with formal minutes being recorded
5. Experts can be invited on to the Group for specific issues

D. The Sector Advisory Group

Terms of Reference

ROLE

The Sector Advisory Groups authority lies in its' ability to articulate monitor and improve the Code's key operational processes, membership compliance and content. This particularly informs the production of an annual report and any proposals for changes to the statutory instrument, as required by the Housing Act 2004.

TERMS OF REFERENCE

1. To ensure the delivery of the annual report and any proposals for changes to the statutory instruments to the Governance Board
2. To make recommendations to the Governance Board with respect to membership requests and all membership compliance related matters
3. To monitor the performance of the administration and financial arrangements of the Code
4. To make recommendations to the Governance Board on proposed Code developments
5. To maintain a holistic approach to administrative process improvements for the Code
6. To manage the promotion of the Code and associated activities, including the organisation of an annual meeting
7. To monitor and propose amendments, where appropriate, to the annual cycle of the Code

MEMBERSHIP

Membership of the Group shall be comprised of nominated representatives from each of the following organisations, together with the National Administrator: (full descriptors)

Association of University Directors of Estates	2
College and University Business Officers	3
Association of Student Residential Officers	2
University Safety and Health Association	1
Association of Managers of Student Services in Higher Education	1
National Union of Students	2

MODUS OPERANDI

1. The Group will be chaired, on behalf of UUK, by a nominated representative selected from within the Group
2. Secretarial support will be provided by the CUBO administrator
3. Each organisation will report issues that its membership experiences with the operation and application of the Code
4. Each Group will ensure that its membership is kept apprised of changes to the Code and that appropriate training is delivered to its members
5. The work of the Sector Advisory Group will synchronise with the annual cycle of the Code
6. The Group will meet 3-4 times a year, with formal minutes being recorded
7. Experts can be invited on to the Group for specific issues
8. Task teams, or working groups, will be established to progress specific issues as they arise, in addition to ensuring relevant stakeholders are consulted on a regular basis.

E. Background to the Code

1. The UUK/Guild HE Code was established to serve two principal purposes:

- ❖ to set out the main elements of good management practice for student housing in a “source document” which would provide an initial bench mark for assessing and enhancing the management, and quality, of student accommodation provided¹ by higher education institutions
- ❖ to meet the requirements of the Housing Act 2004, and subsequent statutory instruments, which introduced a licensing requirement for houses in multiple occupation (HMOs)

2. A wide range of bodies in the HE sector, in addition to UUK and GuildHE, contributed to its preparation: the Association of University Directors of Estates (AUDE), the Association for Student Residential Accommodation (ASRA), the College and University Business Officers (CUBO), the University Safety and Health Association (USHA), the Association of University Heads of Administration (AUHA), the Association of University Chief Security Officers (AUCSO) and the Association of Managers of Student Services (AMOSSHE). The Department for Communities and Local Government (then the Office of the Deputy Prime Minister), provided valuable advice and support. The National Union of Students (NUS), the Accreditation Network UK (ANUK) and the Higher Education Regulatory Review Group (HERRG) also contributed to the preparatory work.

3. In producing the Code close regard was paid to certain characteristics of student housing provided by higher education institutions (HEIs), in particular:

- ❖ the wide variety of types of housing (including historic buildings, 21st. century purpose-built, college rooms, “traditional” halls of residence, flatted accommodation)
- ❖ distinctive management arrangements including, for all HEIs, independent governing bodies
- ❖ the relationship between university, or college, authorities and students as tenants, or licensees, differing in some important respects from the landlord/tenant relationship in the privately rented sector

4. These characteristics had practical implications for the specification of a Code on best management practice. A generic approach was adopted to allow for the variety of building and accommodation types and for the nature of HEI management. Thus the Code indicates “*the main principles which should be observed and the essential requirements which must be met*”² in order to satisfy the criteria for formal accreditation.

¹ In terms of the legislation “managed and controlled” by higher education *establishments* (HEEs). See paragraph 11 of this report.

² Paragraph (x) in the preamble to the Code

5. Two codes of practice for accommodation managed and controlled by educational establishments were approved by Parliament in April 2006:

- ❖ *The Universities UK/GuildHE³ Code of Practice for University Managed Student Accommodation.*
- ❖ *The Accreditation Network UK (ANUK)/Unipol Code of Standards for Larger Developments for Student Accommodation Managed and Controlled by Educational Establishments*

6. Both Codes give educational establishments signing up to them exemption from the definition of Houses in Multiple Occupation in respect of the buildings listed in the Schedule to the Code. The accommodation listed does not require a licence under Part 2 of the Housing Act 2004. (See Annex F below).

7. HEIs may join either Code, or both. Some of the detailed requirements of the Codes reflect their different priorities and origins but care has been taken to ensure there are no significant inconsistencies between them.

8. The Codes are designed as statements of good practice which are subject to change and refinement in the light of experience. They should serve to reinforce and, where necessary, encourage better management of accommodation provided by HEEs and major private suppliers. Together with the licensing requirement for HMOs for privately rented property, they should help to effect a sustained improvement in the management of all forms of student housing.

F. Outline of legislation

1. Part 2 of the Housing Act 2004 introduced a new definition of a house in multiple occupation (HMO); in essence a house or flat occupied by more than one household where the households share one or more basic amenities. The majority of student accommodation whether provided by HEIs or the private sector is covered by this definition. Again, in general terms, the Act provides that such houses are subject to a system of licensing. Certain categories however may be excluded from the definition and thus from licensing. Such categories exempt from licensing are, in the terms of the Act, “*excepted accommodation*”.

2. Among these categories of exception is accommodation “*managed and controlled*” by higher or further education establishments where the accommodation is used solely or principally by persons for the purpose of undertaking a full time course of further or higher education. Exception is on the basis that each establishment and its buildings so excepted is managed in conformity with *an approved code of practice*. Codes set out standards of conduct and practice to be followed with regard to the management of HMOs or of accommodation excepted from the definition of HMO.

3. It should be noted that the Act uses the term *establishment* rather than the more usual term (in the sector) of *institution* and that the relevant regulations refer to

³ Guild HE – at that time the Standing Conference of Principals (SCOP)

specified *establishments* and to specified *buildings*. It is these that constitute “*excepted accommodation*”. References in this report therefore, are to higher education *establishments* (HEEs) rather than HEIs.

4. Excepted accommodation may be provided directly by an HEE or by a private supplier. But given the diversity of modes of ownership and management of student accommodation across the higher education sector it is not always easy to assess whether an HEE or a private supplier is managing and controlling a particular building. ANUK and Universities UK therefore agreed on a points mechanism for assessing who manages and controls a particular building. Following this system, buildings have been deemed either to be managed and controlled by an HEE or by another provider.

G. Summary of Student Complaints

Name	Date complaint Received	Complaint Details	Management Actions	Timescale
University of Warwick	24-Mar-09	Student wanted to end the contract before the end of the tenancy.	Letter sent explaining that the student was liable for the contract term.	1 month
University of Warwick	01-Sep-09	Student with a medical condition was not allocated en-suite accommodation.	Medical condition was reviewed and the student was given an en-suite room.	1 Week
Aberystwyth University	27-May-09	A letter received with a range of complaints from staff entering premises unannounced, changes to notified inspection dates and times, general reactive and planned maintenance not meeting expectations, security issues and fire safety issues.	Usual escalation procedure - initial management of emails from students by local residence management, followed by investigation at director level, referral to registrar, final resolution by formal panel.	5 Months
Anglia Ruskin University	01-Nov-09	This complaint did not specifically cite the code but did cascade outside of accommodation services. The internal phone network to a residence was cut off during campus building works.	Following complaints, negotiation with residents and senior management negotiation compensation was paid to all residents and the network was ultimately restored, albeit this was very complicated to achieve and took two months.	2 Months
Anglia Ruskin University	01-Nov-09	One section of a hall lost heating and there was a delay in getting the boiler fixed.	This issue was cascaded to the director of estates and compensation was paid to affected students.	2 Weeks
St Mary's University College Twickenham	21-Jan-10	Contractors in the accommodation common parts failure of a shower for several weeks. Removal of a shower from use until repaired ceiling collapse from leak above and not replaced until shower repaired.	Apology letter dated 16/3 offered credit of £125 per resident student new shower installed on a date accepted by the students and ceiling then replaced.	Delay due to negotiation on a credit to be offered

University of Bedfordshire	13-Apr-10	Student suspended from studies and halls of residence whilst complaint against him was investigated and hearing carried out through the University code of conduct regulations. Student felt the procedure was incorrectly followed and has complained to the OIA.	Correspondence has been received from the IOA and will be answered accordingly.	Ongoing
University of Birmingham	22-Jan-10	Complaint related to the size of kitchen and storage facilities which the progressed to value for money. Complaint escalated by father to UUK. Letter sent letter to UUK explaining the full detail of the complaint.	Sector Advisory Group reviewing response.	Ongoing
University of Sunderland	20-Mar-10	Resident was charged an early leaver fee which she claimed was unfair as the amount charged was different for each hall, yet the process was the same.	Bench marked the practice against other Universities, and will be reviewing for 10/11. Student was refunded her early leaver fee.	20 Days
University of Sussex	12-Mar-10	Post grad student claimed the university had breached clause 5.4 of the code. The University failed to provide clear and accurate information to students on a waiting list in relation to the allocation of the accommodation to new students in January. In addition the student claimed there was inadequate information regarding noise levels in the vicinity of its City Centre accommodation.	Following a review of the complaint a clear statement will be added to the waiting list when it opens in the Autumn term clarifying allocation priorities. University publications will be redrafted to give more warning about noise levels in city centre locations.	2 Months

University of Westminster	12-Apr-10	Some complaints regarding the storage in the fridge freezers.	Inform residents via the welcome booklet and hall induction that each resident has half a shelf in the fridge and half a draw in the freezer. Some students don't throw out their old food some students not happy about this. Organised a flat meeting to discuss responsibility and respect for each others items. This was then followed up by an email to summarise the outcome of the meeting.	24 Hours
Cardiff University	24-Sep-09	Complaint received by parent regarding standard of accommodation allocated to daughter. Student moved to the private sector after living in university residences for one week. Parent does not want to pay residences fees for the period his daughter stayed	Student offered alternative room in university residences offer declined. Letter from Deputy Director sent detailing actions already taken and confirming accommodation was of an acceptable standard and therefore payment required. Letter from Director sent.	May 2010
Cardiff University	06-Apr-09	Complaint requesting a review of the customer care policy and a refund of residences fees.	Investigation completed by the OIA to streamline customer care policy to reduce number of stages, new policy to be forwarded to the OIA monitor the policy for 6 months and report to OIA.	February 2010
Buckingham shire New University	09-Apr-09	Complaint about the disciplinary code of conduct being unfair. Part of this was exclusion from campus which included the halls of residence. The student claimed that as a result he was unable to complete his course.	University dealt with the complaint initially but the student was unhappy with the response and went to the OIA. OIA found favour of the student and ordered the university to repay a proportion of the tuition fees and to review its licence agreement.	Approx 1 year

H. List of Members July 2010

Aberystwyth University	St George's, University of London
Anglia Ruskin University	St Hilda's College, University of Oxford
Aston University	St Hugh's College, University of Oxford
Balliol College, University of Oxford	St John's College Durham (Independent)
Bath Spa University	St John's College, University of Oxford
Birmingham City University	St Mary's University College Twickenham
Bishop Grosseteste University College	St Peter's College, University of Oxford
Blackfriars Hall, University of Oxford	St Stephen's House, University of Oxford
Bournemouth University	Staffordshire University
Brasenose College, University of Oxford	Swansea Metropolitan University
Brunel University	Swansea University
Buckinghamshire New University	Thames Valley University
Campion Hall, University of Oxford	The Arts University College at Bournemouth
Canterbury Christ Church University	The Guildhall School of Music and Drama
Cardiff University	The Queen's College, University of Oxford
Christ Church, University of Oxford	Trinity College Carmarthen
City University, London	Trinity College, University of Oxford
Coleg Harlech WEA (N)	University College Birmingham
Coleg Meirion-Dwyfor (FE College)	University College for the Creative Arts
Corpus Christi College, University of Oxford	University College London
Coventry University	University College Plymouth St Mark and St John
Cranfield University	University College, Falmouth
De Montfort University	University College, University of Oxford
Edge Hill University	University of Bath
Exeter College, University of Oxford	University of Bedfordshire
Glyndwr University Wrexham	University of Birmingham
Goldsmiths University of London	University of Bolton
Green Templeton College , University of Oxford	University of Brighton
Harper Adams University College	University of Bristol
Harris Manchester College, University of Oxford	University of Buckingham
Hertford College, University of Oxford	University of Central Lancashire
Imperial College London	University of Chester
Institute of Education, University of London	University of Cumbria
Jesus College, University of Oxford	University of Derby
Keble College, University of Oxford	University of Durham
Keele University	University of East Anglia
Kellogg College, University of Oxford	University of East London
King's College London	University of Essex
Kingston University	University of Exeter
Lady Margaret Hall, University of Oxford	University of Glamorgan

Lancaster University	University of Gloucester
Leeds Trinity University College	University of Hull
Linacre College, University of Oxford	University of Kent
Lincoln College, University of Oxford	University of Leicester
Liverpool Hope University	University Of Lincoln
Liverpool John Moores University	University of Liverpool
London School of Economics (University of London)	University of London
London South Bank University	University of Manchester
Loughborough University	University of Newcastle
Magdalen College, University of Oxford	University of Northampton
Manchester Metropolitan University	University of Nottingham
Mansfield College, University of Oxford	University of Oxford
Merton College, University of Oxford	University of Plymouth
New College, University of Oxford	University of Portsmouth
Newman University College Birmingham	University of Reading
Northumbria University	University of Salford
Norwich University College of the Arts	University of Sheffield
Nuffield College, University of Oxford	University of Southampton
Oriel College, University of Oxford	University of Sunderland
Oxford Brookes University	University of Surrey
Pembroke College, University of Oxford	University of Sussex
Queen Mary (University of London)	University of Teeside
Regents Park College, University of Oxford	University of the Arts London
Richmond, The American International University in London	University of the West of England, Bristol
Roehampton University	University of Wales Bangor
Royal Agricultural College	University of Wales Institute, Cardiff
Royal College of Music	University of Wales, Newport
Royal Holloway, University of London	University of Warwick
Ruskin College, Oxford	University of Westminster
Sheffield Hallam University	University of Winchester
Somerville College, University of Oxford	University of Wolverhampton
Southampton Solent University	University of Worcester
St Anne's College, University of Oxford	University of York
St Antony's College, University of Oxford	Wadham College, University of Oxford
St Benet's Hall, University of Oxford	Wolfson College, University of Oxford
St Catherine's College, University of Oxford	Worcester College, University of Oxford
St Chad's College University of Durham	Writtle College
St Cross College, University of Oxford	Wycliffe Hall, University of Oxford
St Edmund Hall, University of Oxford	York St John University