

STUDENT ACCOMMODATION COLLABORATIVE SCHEME

COMPLIANT WITH THE NATIONAL CODE
OF STANDARDS FOR LARGER
DEVELOPMENTS FOR STUDENT
ACCOMMODATION





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THE UNIVERSITY OF OPPORTUNITY

Opportunities for students have been at the heart of our mission for over 190 years. The roots of the University of Wolverhampton lie in the 19th century where teaching first began in 1851 at the School of Art, and the study of art became a key focus – with new buildings, and a new name for the Municipal School of Art in 1885.

As student numbers continued to grow, expansion became necessary. In 1920, the original Deanery House was demolished, making way for the iconic Wulfruna building you see today in Wulfruna Street.

In 1992, Wolverhampton Polytechnic was granted university status and became the University of Wolverhampton. Today our three Faculties offer courses in over 70 different subjects and over 4,000 students graduate from Wolverhampton with a 96% graduate employability rate each year.

Having invested considerably in campus developments in the past 25 years, the University's £250 million "Our Vision, Your Opportunity" investment generation programme made a positive impact on the student experience through investment in buildings, facilities, teaching, research and skills training. Today the University has three campuses including City, Walsall and Telford campus and boasts over 21,360 students.

In 2018 the University was awarded a Silver Teaching Excellence Framework.

Our mission is to maximise opportunity through generating knowledge, innovation and enterprise. Our ambition is to be a progressive and influential sector leader, championing diversity, growth, and creating life changes for all while enhancing economic impact and accelerating ambition across the entire university community.

Underpinning the Strategic Plan are our Core Values, which bring clarity in terms of how as an organisation, individually and collectively, we have a responsibility to be clear about the way in which we behave and interact with others/together with guiding the decisions we make.

We will behave respectfully and ethically, in all that we do. We will be inclusive and fair in our interaction with each other and with our wider community. We will act professionally, transparently, confidently, collaboratively and challengingly when engaging with our communities locally and globally.

LANDLORD'S GUIDE- OVERVIEW

“The University of Wolverhampton places the student experience at the heart of its core values, therefore to ensure this is achieved, the accommodation provision needs to be reviewed as a holistic offer to the students regardless of who is managing the setting.

We want to ensure that students are not deterred from attending the university due to the limited offer of choice or endorsements for alternative provisions. The Good Landlord's Guide will provide this mechanism to provide a transparent and cohesive approach to enable the students to have menu of choice of the accommodation available to them ”

The alternative options for accommodation will be promoted to enable the student to select the accommodation that meets their own personal requirements.

This guide will outline how the University will aim to pro-actively work with other purpose built student accommodation providers (PBSA) within our catchment areas, ensuring that as a University we endorse the partners that agree to adhere to the guidance outlined within this document.

The University will manage the governance of this scheme however, there will be key stakeholders that will be imperative to the success of this.

The External Stakeholders will be:

- ◆ The Students' Union
- ◆ Private Providers - Purpose Build Student Accommodation (PBSA)
- ◆ ANUK or UUK Code of Practice



COLLABORATIVE WORKING PARTNERSHIPS

To ensure that as a University we can support all of our students that require accommodation the effectiveness of our joint collaborative working is imperative.

Each provision will have their own financial responsibilities but the overarching objective is ensuring that all of our students are safe, secure whilst also adhering to any legal or compliance requirements.

Representatives from each purpose build student accommodation (PBSA) will be required to sign up to and adhere to a Data Sharing Agreement. This will enable communication and joint working to be successful without any restrictions around GDPR or other legal constraints.

The types of information sharing could be around issues on site, new legislation, compliance, general help or advice, case conferences and sharing good practices between each other.

In the event of an outbreak, pandemic or any other situation it will be recommended that all parties work together and assist each other wherever possible without any financial gain. The objective should always be maximising the student experience and limiting the disruption to the student's residential year.

Through sharing documentation and communication around the ANUK and UUK audits, will enable good practice and benchmarking to be set within between all parties.

DATA SHARING AGREEMENT

Tenants, please note that we may share your personal data with the University of Wolverhampton if there are serious concerns about your health or wellbeing where we believe it is reasonable and in your best interest to do so. This will be done to achieve an effective, co-ordinated and joined-up approach. We will share the minimum amount of data possible, and will seek to inform you prior to any sharing.

The Data Sharing Agreement has been verified by the University of Wolverhampton legal services and the document will need to be signed by each PBSA before they form part of the membership of this group.

The data sharing agreement will extend to all accommodation providers as well as other departments within the University for example, Student Support and Wellbeing, Conduct and Appeals or the Students' Union.

GOVERNANCE & COMPLIANCE

The following areas will be required to be evidenced and documented to enable for the University to fully endorse purpose built student accommodation who accommodate our students.



The code the scheme adheres to is the National Code of Standards for Larger Developments for student accommodation NOT managed and controlled by educational establishments.

This Code establishes a set of specific standards with particular relevance to larger developments tenanted by students. The definition of "larger development" is a development where in excess of 15 students live in one building in rooms off a central corridor, in cluster flats, or in self-contained flats. Larger developments have particular needs and procedures relating to their ongoing management and this Code reflects their specialist status as an important part of the student accommodation supply.

- ◆ Membership of the ANUK Code of Practice, this is classed as the Gold standard for all PBSA:
 - Compliance with all aspects of the code.
 - Final audit reports to be provided after each inspection (every 3 years).
 - To provide a copy of the annual feedback regarding the declaration of any student complaints received through the code.
- ◆ The University accommodation are signed up to the UUK Code of Practice and they will also be required to provide and share copies of the above information.
- ◆ As part of the scheme, you will be asked to join a student satisfaction survey which will be undertaken through an external organisation. The cost of the survey will be passed onto your organisation as a price per student.
- ◆ Agree and adhere to the Data Sharing Agreement.
- ◆ Provision of in-house support and wellbeing for all students who reside within the accommodation.
- ◆ Provide any risk assessments or other governance materials evidencing assurance of the health and safety of the building, premises and students are at the forefront of their business.
- ◆ In the event of one of the PBSA or the University accommodation requiring emergency accommodation or assistance, the group of providers would work together to assist each other without any financial gain.
- ◆ All students should be treated equally and fairly through valuing, respecting and promoting the rights, responsibilities and dignity of all individuals.
 - Reasonable adjustments should be made to ensure no student should be disadvantaged for not being able to access, use or reside in their living space independently.

STUDENT SUPPORT & WELLBEING

Each PBSA will need to be able to evidence their own in house support and wellbeing for the students that reside within their accommodation.

This will need to include the following areas:

- ◆ Student conduct, anti-social behaviour, eviction, rent arrears.
- ◆ Pastoral support from the initial arrival to their departure.
- ◆ Dealing with mental health, anxiety issues.
- ◆ How complaints are dealt with, escalation processes
- ◆ Evidence of inclusivity and equality
- ◆ Out of hours contacts/Support

All of the above will need to be evidenced through a policy or procedural documentation.

The University can offer to each PBSA a comprehensive list of support that may be beneficial to them for signposting and obtaining any additional support.

Where students are raising a concern and the landlord feels that they may need to seek help, the Data Sharing Agreement will enable this communication to take place to assist the students in most need. While the day-to-day management of the student remains the responsibility of the PBSA, the University will offer appropriate support with the more challenging student issue. However, the data sharing agreement will not allow the University to feedback or update the PBSA regarding a student's situation or circumstances once this is being addressed by the University.

The PBSA employees will all be given bespoke contact numbers, emails and copies of policies and processes of the University to ensure there is a clear and transparent communication

STUDENT SUPPORT & WELLBEING ADVICE



EQUALITY AND INCLUSIVITY

All of the PBSA and the University accommodation needs to be an inclusive offer, no student should be disadvantaged or be unable to book accommodation of their preference based on not being able to access or reside independently.

All reasonable adjustments should be undertaken wherever possible.

If the building cannot be physically adjusted then communication needs to be undertaken between all parties to be able to offer the student another choice of accommodation.

Where university advice and guidance is required for the PBSA, this can be accessed through contacting [Student Support and Wellbeing](#).



How to Join: Landlord's Checklist

Please ensure you have read and understood all of the requirements, completed the attached form and returned all the necessary documentation.

- I have completed the application form
- I have attached a copy of the following policies/ processes
 - Student Conduct / Anti Social Behaviour
 - Eviction / rent arrears/ debt
 - Pastoral Support (from arrival/departure)
 - Dealing with mental health / anxiety / depression
 - Evidence of inclusivity and equality
 - Out of hours contacts and support
 - Copies of Risk assessment/ business continuity plan
 - Join & cover costs for student satisfaction survey
 - Last Audit report (ANUK/ UUK)



Application Form



Name of Organisation:	Date:
Address:	Post Code:
Reception Contact Number:	Web site address:
Site Manager Name:	Email / Tel No:
Site Manager Signature:	
Regional Manager Name:	Email / Tel No:
Regional Manager signature:	

Please complete the rest of this form in as much detail as possible and provide all evidence of compliance at the point of application.

1. Why do you want to join the scheme?

2. What can your organisation offer to the scheme and the students

Application Form



Please ensure you complete all requirements below as these will form part of the verification assessment. Applications will not be considered where any "Essential" categories cannot be met

Compliance and Governance

Criteria	Essential	Desirable
I am a member of the ANUK National Code	✓	
I will supply a copy of the last report relating to the scheme address stated above in the application form details	✓	
I will provide a copy of the report submitted to the ANUK National Code with regards to the number of complaints recorded with the code within the last 12 months.		✓
I will sign up to a Data Sharing Agreement and abide by all the terms and conditions stated within this	✓	
I will submit all of the Risk Assessment or other compliance documentation to outline the safety of the premises to ensure the students safety	✓	
A business continuity plan is in operation for the premises and will be provided	✓	

Pastoral Support / Health and Wellbeing

The following processes and policies are required to be document and clearly evident on your web sites. Please provide copies of the documents and the hyperlinks.

We have a student conduct policy (anti-social behaviour, breaches of tenancy)	✓	
Do you have a rent arrears / debt procedures?	✓	
Do you issue Notice to Quit or evict students – if yes do you have policies and processes to evidence?		✓
Do you have an on-site staff / security provision 24 hours a day?		✓
Do you have a Complaints process and is there an escalation process?	✓	
Do you have any staff on site with experience who can assist students with mental health, depression and anxiety?	✓	

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