



Landlord's Guide

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Landlord Guide

Information on joining the University Approved Housing Scheme

About us

Welcome to the University of Gloucestershire Students Home (UoGSH) Landlord Guide.

The University's Accommodation Department is based at Pittville Student Village, Albert Road, Cheltenham, Gloucestershire, GL52 3JG. Tel: 01242 714544.

UoGSH is part of the Accommodation Department, we provide advice and support to students looking to find accommodation. We are here to meet the housing requirements and expectations of students, and introduce them to good quality local properties and run a University Approved Housing List to help them find the right housing for them.

Why register with us?

If you decide to register your property with UoGSH, you will be in the enviable position where every single student who studies with us will have access to view your property online at www.glosstudentpad.co.uk. No other local letting agency can boast a client base as extensive as this. We actively market our approved houses above any other private rentals.

UoGSH prides itself on offering good quality housing to its students. We aim to improve overall standards year on year. Security and comfort are key factors of a student's accommodation requirements, it is essential that the student experience at University is a positive one.

This booklet will inform you of how to register your property with the **UoGSH Approved Housing Scheme** and will also provide you with information on being a successful landlord.

There are dedicated **Housing Support Advisers** who are able to offer advice and guidance on all issues relating to private let housing in Cheltenham and Gloucester. The Housing Support Team are able to act as mediators between landlords and tenants should any problems occur and are more than happy to help with any housing and tenancy queries.

What is StudentPad?

Studentpad is the online search engine for University Approved properties available to University of Gloucestershire students, www.glosstudentpad.co.uk. Students looking for University approved shared houses can search for and locate properties on the website.

When you join the UoGSH scheme, your property will be advertised via this site. You will also be given details of how you can log in to the landlords view as well as view the search results as students will see them.

There is an online user manual available to landlords when you logon to view your property(s) to help navigate your way around the site. The user manual also gives valuable information on how to conduct a tenancy. Once you have registered a property you can log in to the site and make changes, such as when the number of rooms to let changes. When you make amendments to adverts an email will be sent through to the Housing Support Team who will vet the changes and then activate the advert. If you would prefer changes to be administered by the Housing Support Team we are more than happy to help, simply email the amendments through to accommodation@glos.ac.uk.

To register for the first time with UoGSH please contact us on 01242 714544 or email accommodation@glos.ac.uk.

Introduction

Through our approved scheme University of Gloucestershire Student Homes (UoGSH) recognises and promotes student properties that are safe, secure, well maintained and managed. The scheme also looks to recognise and promote those landlords who offer a reliable service, who deal openly, honestly and respectfully with our students and who display a commitment to positive community relations through interacting with the scheme, the local community and students.

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

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

By submitting your details and information, you agree to UoGSH holding and processing your data for the purposes of the scheme, advertising your property and dealing with any complaints made under the Code. UoGSH works closely with the local authority, Fire and Rescue Service, local Police and other organisations in the student-housing sector. By submitting your details, you consent to the sharing of your data, where necessary, with these organisations.

It remains the landlords responsibility to ensure that he/she is familiar with, and abides by, all relevant regulations and legislation applicable to private rental properties. UoGSH accepts no liability for any loss resulting from information contained in, or omitted from this publication and the scheme.

We hope that you experience the benefits of the scheme and trust that you will continue to work with UoGSH, the University and other partners to ensure that Gloucestershire remains an attractive place to study and live.

Landlord's Code of Conduct

By registering your property with UoGSH you are agreeing to adhere to the following points in our landlord's code of conduct.

A. Obligations of the Code

1.1 Co-operation and Engagement:

Landlords and/or their agents will –

- a) Co-operate with this Code;
- b) Engage with all communications from UoGSH, which may include delivering key messages from structured UoGSH communications to students on UoGSH's behalf;
- c) Act in a professional and courteous fashion at all times, and especially when communicating with Students;
- d) Co-operate and engage with all council enforcement activities, as detailed in this document;
- e) Record information including the address and size of the property, the number of Students in residence and supply this information to UoGSH if requested.
- f) Provide an initial response to any communication from UoGSH regarding accreditation or enforcement issues within 5 working days from receipt of the communication; and
- g) Provide current and up to date contact details for a nominated person to respond to communications regarding accreditation and enforcement and details of an alternative person to be contacted at times of year when the nominated person is unavailable.

1.2 Positive Community Relations:

Landlords and/or their agent will –

- a) Engage with any relevant training, volunteering opportunities (where possible) or general interests sessions arranged by UoGSH;
- b) Engage with any communications from UoGSH regarding issues affecting the local community; and
- c) Engage with any appropriate initiatives regarding the environment and sustainability of the local community.

1.3 Equal Opportunities:

Landlords and/or their agent will –

- a) In the provision, advertising and letting of housing or associated services, and in the letting of contracts for services, no person or group of persons are discriminated against or are treated less favourably than any other person or group of persons because of their age, disability, race (including colour, nationality and ethnic or national origin), religion or belief (including lack of belief), sex or sexual orientation.

1.4 Viewings, Offers and Agreements:

Landlords and/or their agent will ensure that –

- a) Landlord's must use an Assured Shorthold Tenancy and we would recommend having it checked legally.
- b) Any Student/s currently in residence is/are offered first refusal of the property before it is re-let, provided they have complied with the terms of their tenancy agreement;
- c) A student who is interested in renting the property is given the opportunity to view the property, with due notice given to any existing Student/s or other tenant currently in residence;

- d) Ensure written procedures are in place for dealing with an assignment of tenancy where the Student's wish/es to be released from the agreement pending a replacement tenant being found, such procedures must details any charges or costs associated with re-letting the property which the Student is liable for. Such procedures could be included within the tenancy agreement and/or must be provided to the Student and/or UoGSH on request.
- e) The property advert provides potential tenants with sufficient information about costs to enable them to compare the full cost of renting one property against another.
- f) All information about rents provided in the property advert and other promotional material are full, accurate, clear and not misleading.
- g) A student who indicates that s/he wish to proceed with renting the property is provided with a tenancy agreement written in clear legible English. Such an agreement details all of the contractual terms under which the property is offered and does not include any clauses, which would amount to unfair contract terms (guidance on this matter is available from the Office of Fair Trading). Contractual terms include, but not limited to:
 - The rental amount due to be paid, including the dates and method of payment, and whether a payment is charged for July and August to retain the property without access ahead of the tenancy commencing.
 - Information as to who is responsible for the payment of all utility charges and Council Tax.
 - All repairing responsibilities and timescales for completion – any agreed pre-tenancy repairs being clearly stated.
 - Ensure there is a clause that makes clear that nuisance and/or anti-social behaviour by any party is not acceptable and to bring particular attention to this clause as well as the potential repercussions of any such behaviour.
 - Include the contact details in agreement for the landlord and/or their agent, including emergency contact details.
- h) Any Student who indicates that they wish to proceed with renting the property is allowed at least 24 hours to consider the terms of the tenancy agreement, and to seek independent advice;
- i) No demand for rent to be paid in cash and/or by post-dated cheque will be made unless this has been specifically requested by the Student/s and agreed by both parties in writing prior to signing the agreement. It is recommended the landlords should offer a range of payment options;
- j) Details of the fixtures, fittings, furniture and any electrical and/or cleaning equipment supplied with the property are either outlined in the advert or provided in an Inventory to the Student/s before the tenancy is signed;
- k) The contract is written in plain English, reflects any changes in legislation or case law and is reviewed every two years;
- l) Where a bills inclusive contract is offered the total rental price on the advert includes the cost of the specific utilities being included with the rental price ('Bills Inclusive'). A breakdown of the total rent and the utilities covered and the cost of such utilities is provided in the advert and in the tenancy agreement alongside any fair usage policy that may apply;
- m) Any works or repairs are agreed with the Students in advance of the commencement of the tenancy and are put in writing and detailed in the tenancy agreement with an expected end date for completion that has been agreed by both parties and is before the agreed move-in date;
- n) Where rent is paid in cash, a written receipt should always be issued. Where rent is paid by other means, a receipt should be provided upon request.
- o) Where payments are made in advance of the start of the tenancy agreement, this should acknowledge in writing.
- p) Where any student who wishes to rent a property is required to nominate a guarantor, we would recommend that the liability of each separate guarantor for outstanding rent payments is limited to the individual share of the student for whom the guarantor is acting. The total amount of liability for any guarantor will be specified in a guarantor agreement. If joint and several liability applies in respect of any damage or disrepair to common areas of the property this is made explicitly clear in any guarantor agreement.

1.5 Deposits –

Landlords and/or their Agents will ensure that:

- a) All deposits are protected in a Tenancy Deposit Scheme, irrespective of the type of contract in place;
- b) The prescribed information regarding the Tenancy Deposit Scheme is provided to the Student within 30 days of taking the deposit.

1.6 Start of Tenancy –

Landlords and/or their Agents will ensure that:

- a) Access is provided to the property from the first day of the tenancy unless otherwise agreed with the student/s in writing. Where access on this day is not possible and this has been agreed with the Student/s in writing and this has been agreed with the Student/s in a writing, a pro-rata rent re-payment that reflects the number of days of the tenancy that the student/s has/have been denied access will be made to the student/s;
- b) That keys are provided to the Student/s for any external and internal doors and windows;
- c) A detailed inventory is carried out at check-in; where possible in the presence of the Student/s; the inventory states the condition of the property, the fixtures, furniture and fittings, and does not simply list of the them, where possible, photographic or video evidence is used; and
- d) The inventory is signed and dated by the Student/s and the Landlord and/or Agent and a copy is provided to the Students.

1.7 State of Repair at the Start of the Tenancy –

Landlords and/or Agents will ensure that:

- a) Any work to essential services or work that affects the safety or security of the property is fully completed prior to the agreed move-in date;
- b) Any pre tenancy works or repairs agreed with the Student/s are completed before the tenancy commences;
- c) All properties are clean and have working appliances and serviceable furniture that comply with full fire regulations; and
- d) Any old furniture/appliances/carpets are removed from the property and disposed of correctly.

1.8 Planning Permission –

Landlords and/or Agents will ensure that:

- a) Any planning permissions necessary for the property have been secured.

1.9 Ensuring Possession –

Landlords and/or their Agents will ensure that:

- a) All statutory notices seeking possession are served at the appropriate time on the Student/s or tenants currently residing at the property to make sure that the property is available for occupation by the incoming Student/s.

B. Obligations relating to the management of the Tenancy

1.10 Information provided to Student/s renting a property

Landlords and/or their Agents will ensure that:

- b) Welcome pack is provided, which includes, but is not limited to, the following
 - Student responsibilities to the property, including Health and Safety obligations, and responsibilities to the community and the environment, stressing the importance of avoiding excessive noise and anti-social behaviour;
 - The repair-reporting procedures and the Landlord and/or Agent's anticipated response times;
 - The refuse collection services and days the bins are collected;
 - Guidance on where to find the Gas Safety certificate, HMO licence (if applicable), Energy Performance Certificate and Full Periodic Electrical Report complying with the BS7671 standards.
 - Guidance on how to operate any central heating/hot water/fire detection systems/ alarms/appliances.
 - Guidance on the causes of condensation and its prevention;
- c) Student/s are provided with alternate contact details in case of an emergency where the Landlord and/or Agent will be unavailable for a period of more than 24 hours.

1.11 Tackling Anti-Social Behaviour –

Landlords and/or their Agents will ensure that:

- a) In the event of any anti-social behaviour (ASB) by Students in relation to the property, that is, conduct that has caused or is likely cause, harassment, alarm or distress to any person, which may include, but is not limited to, excessive noise levels, direct harassment or environmental issues. Landlords will use reasonable endeavours to intervene with a view to ending the ASB and ensure that the Students are treating the property and its occupants in a responsible tenant-like manner;
- b) In cases where the intervention proves unsuccessful, s/he contacts UoGSH for assistance. UoGSH may provide assistance by seeking further guidance from statutory and non-statutory agencies, which may intervene;
- c) S/he advises Students against engaging in ASB and the possible consequences of engaging in any such action, including but not limited to, disciplinary action taken by the University, notices served by the local authority (including equipment seizures) and/ or eviction proceedings;
- d) S/he takes reasonable action to prevent and/or reduce ASB by Students residing in his/her property;
- e) All Students are aware of what to do should they experience ASB and how they should report such behaviour to the Landlord and/or Agent and UoGSH
- f) S/he provides assistance in resolving the issue to any Student who complains of suffering ASB;
- g) Advice is sought, in the first instance from UoGSH, as soon as concerns are raised about ASB being perpetrated by a Student living in his/her property, their cohabiters, or visitors to the rented property;
- h) Any behaviour related to drug dealing, racial harassment, hate crimes, physical or sexual violence, or any other criminal behaviour is reported to the police and UoGSH;
- i) Neighbouring Residents have the contact details of the Landlord and/or Agent and are aware that they may complain directly to UoGSH;
- j) Where the neighbours of the property have been historically affected by ASB from previous tenants, preventative steps are taken, such as engagement with the Student/s, UoGSH and Council initiatives, to ensure that the prospective Student/s is/are aware of sensitivities arising from this. Evidence of these preventative steps are produced on request;
- k) Guarantors or next of kin are not contacted about incidents of ASB unless an emergency arises or contact is required in relation to recovering costs arising from damage to the property and only where

the next of kin is a guarantor and all attempts to reclaim the costs from the Student/s have failed. Next of kin should not be contacted about such costs unless s/he is acting as a guarantor to the tenancy; and

- l) Any contact from UoGSH regarding the ASB of Student/s in his/her property is responded to in writing within 7 working days and outlines the steps that have been taken to manage this behaviour.

1.12 Access –

Landlords and/or their Agents will ensure that:

- a) When access is required to the property, Students receive notification of the date, time and purpose of the visit not less than 24 hours in advance (except in emergencies).

1.13 Repairs and Maintenance –

Landlords and/or their Agents will ensure that:

- a) The following repairs completion performance standards are usually achieved:
 - Priority One - Emergency Repairs: any disrepair that poses a risk to the health and safety of the Student/s, serious damage to the property or serious damage to Student's belongings will be completed within 24 hours of the defect being reported;
 - Priority Two - Urgent Repairs: repairs to defects, which materially affect the comfort or convenience of the residents will be completed within five working days of the defect being reported; and
 - Priority Three - Non urgent, day to day repairs: reactive repairs not falling within the above categories will be completed within 28 working days of the defect being reported.
- b) Due notice is given to Student/s when any maintenance work or planned, cyclical works are carried out (such as gas appliance servicing, electrical inspections & related works, fire detection & equipment servicing, gutter & window cleaning, and exterior & interior painting);
- c) Contractors and trade persons remove all redundant components/debris from the site on completion of any works, and that any damage to the decoration of the property is repaired following the works and
- d) Where contractors or trade persons have been used, completed work is inspected to ensure that it has been carried out to a reasonable standard.

1.14 Management of Disputes –

Landlords and/or their Agents will ensure that:

- a) Any queries, complaints or difficulties raised by a Student or his/her representative are responded to professionally and promptly;
- b) Any settlements and/or agreements reached are honoured within four weeks of the settlement being made;

1.15 Legal Action –

Landlords and/or their Agents will ensure that:

If s/he is contemplating taking legal action against a Student and/or any guarantor, s/he will use all other means of settling the dispute, including, but not limited to, mediation and arbitration, prior to issuing proceedings against the Student and/or guarantor.

C. Obligations surrounding the end of the Tenancy

1.16 End of Tenancy

Landlords and/or their Agents will ensure that:

- a) A check-out inventory is undertaken, preferably in the presence of the Student/s and the Student/s is/are provided with a copy of that inventory. Damage or any charges for cleaning of the property and its environs are noted in writing;
- b) All Student/s are issued with clear written guidelines relating to the vacation of the property, including, but not limited to, cleaning, payment of bills and the return of keys;
- c) Other than where the Landlord or Agent has evidence that s/he has incurred costs levied by utility companies for unpaid utility charges at the property, for which the Student/s were liable, deposits will not be withheld;
- d) All deposits (or balances on deposits) are returned to any Student that has resided in the property within 28 days of the end of the tenancy, or in accordance with the respective tenancy deposit scheme being used to protect the deposit(s);
- e) a clear communication is sent to the Student/s to inform them of the return date of the deposit (or balance);
- f) The Student/s is/are issued with a detailed breakdown of any deductions made from the deposit and evidence of any additional costs claimed; and
- g) All rubbish is removed from the exterior of the property by the Student/s. Should the Student/s fail to remove such rubbish the Landlord and/or Agent will do so;

D. Fit & Proper Person Declaration

UoGSH requires all Landlords and Agents to be Fit and Proper Persons, as defined by the local councils and the National Landlords Association:

1.19 All Landlords and/or Agents declare themselves and their Agents (as appropriate) Fit and Proper Persons upon registration. If UoGSH feels that a Landlord or Agent is not a fit and proper person, their accreditation will be revoked.

E. Change to Circumstances

1.20 Landlord and/or Agents must inform UoGSH immediately of any change to circumstances which may affect their accredited status.

F. Code Enforcement

- a) Landlord's must comply with this code as an essential aspect of the approved Housing Scheme.
- b) Landlord's who fail to comply with the code may be suspended from the scheme pending review.

G. Property Inspections

- a) UoGSH will inspect all Landlords and/or Agents properties periodically.
- b) New landlords and or Agents and new properties will always be inspected prior to accreditation;
- c) The allocation of inspections will be 'risk based'; Landlords and/or Agents who have not been inspected in three years, or Landlords and/or Agents previously found to have been non-compliant in any area are more likely to have their properties inspected.

- d) Where a property is found to be non-compliant the Landlord and/or Agent will be informed and remedial action will need to be taken within a reasonable timeframe, which will be set following negotiations between UoGSH and the Landlord and/or Agent.
- e) Accreditation and the advertisement of all properties belonging to a Landlord and/or Agent may be suspended until remedial action has been taken.

Certification

Tenancy Deposit Scheme (TDS)

From 6 April 2007, all deposits taken by landlords using an Assured Shorthold Tenancy (AST) in England and Wales must be covered by a government backed tenancy deposit protection scheme.

What are tenancy deposit schemes?

There are two types of tenancy deposit protection schemes available for landlords and letting agents (insurance based schemes and custodial schemes). Any landlord can use the custodial scheme but there are some restrictions on who can use the insurance based schemes. All schemes provide a free dispute resolution service.

Tenancy deposit schemes ensure that deposits paid to the landlord are kept safe and a tenant gets their deposit back at the end of the tenancy, as long as there has not been a breach of the tenancy. These breaches could be such things as unpaid rent, cleaning or damage to the property.

Custodial Scheme

The Deposit Protection Service (DPS) provides the only custodial TDP Scheme. Under this scheme the DPS holds the deposit money in the bank account. When the tenancy ends, it releases the deposit to the person who is entitled to it.

Insurance Based Schemes

The landlord or the landlord's agent holds the tenant's deposit and pays a fee to insure it. If the landlord doesn't pay the tenant the amount they are owed at the end of tenancy, the insurer will pay the tenant and try to get the money back from the landlord. The only two insurance based providers at present are MyDeposits and the Tenancy Deposit Scheme (TDS).

There is no charge for landlords or letting agents to use the custodial DPS. The insurance based schemes charge a fee for membership and you will also have to pay insurances premiums.

The schemes allow tenants to get all or part of their deposit back when they are entitled to it and encourage tenants and landlords to make a clear agreement from the start on the condition of the property.

Further information can be found at <https://www.gov.uk/tenancy-deposit-protection>

House in Multiple Occupation (HMO)

Please ensure that you check with the council as to whether your property requires an HMO licence.

HMO generally refers to one of the following:

- A house split into bedsits
- A house or flat share where each tenant has their own tenancy agreement
- Students living in shared accommodation

There is new legislation in place for HMO Licencing. Previously, properties with five or more bedrooms and over three floors required a HMO Licence. Now the number of floors has been removed and therefore any property with five or more tenants let will require a licence.

If your property falls into this new band of licencing we will require one of the following –

- A new HMO Licence
- Confirmation that your HMO is pending, through the receipt of application and any further correspondence with the local council. We may need to review registration depending on outcomes of the licencing process.
- Written notification from the landlord that you are no longer renting to five or more tenants and therefore do not require a licence. Landlords will be required to confirm how many tenants they will now rent to in order for this to be reflected in the advert and property details.

We may carry out additional inspections on a selection of properties that currently fall into the revised HMO criteria.

If you have any questions regarding the new HMO Licencing please contact the Council directly with these.

What is the license?

The license will specify the maximum number of people who may live in the HMO. It will also include the following conditions, which apply to every license:

- A valid current gas safety certificate, which is renewed annually, must be provided
- Proof that all electrical appliances and furniture are kept in a safe condition
- Proof that all smoke alarms are correctly positioned and installed
- Each occupier must have a written statement of the terms on which they occupy the property, for example, a tenancy agreement

Councils may also apply the following conditions:

- Restrictions or prohibitions on the use of parts of the HMO by occupants.
- A requirement that the condition of the property, its content, such as furniture and all facilities, bathroom and toilets for example, are in good working order.

Please note that licencing only applies to HMOs where rents or other considerations are payable.

The information contained in this guide is intended to get you acquainted with the background to HMOs. As local councils have the authority to impose licencing as they see fit we strongly suggest you speak to your council for further clarification. Please refer to the following website

<https://www.gov.uk/house-in-multiple-occupation-licence>

Energy Performance Certificates (EPCs)

It is mandatory for landlords to have a valid energy performance certificate (EPC) available for all new tenants, highlighting the property's energy efficiency and its environmental impact, along with providing estimated running costs and recommendations for improving the home's performance.

A certificate will be required for any property that is let on a shared basis regardless of whether it is a joint or sole tenancy agreement. Certificates will be valid for ten years.

EPCs must be produced by an accredited Energy Assessor. If you use an Independent Energy Assessor, make sure they are a current member of an accreditation scheme <https://www.epcregister.com/>

Further information is available at <https://www.gov.uk/government/publications/energy-performance-certificates-epcs-and-renting-homes-a-landlords-guide>

If you are letting out a room in your own home, i.e. lodgings, you may be exempt from this regulation.

CAPITA Landlord Gas Certificates

It is a legal requirement for all landlords to have a valid landlords Gas Safety Certificate; this inspection must be conducted annually or when there are changes to gas appliances in the property.

Full Electrical Report

A full electrical report in accordance with the BS7671 regulations needs to be provided per property. These certificates usually last five years when the property has a new full electrical installation. Thereafter, it is at the discretion of the electrician and the state of the installation, therefore it is important landlords are aware of the length of the certificate they are providing to UoGSH.

How to register with University of Gloucestershire Student Homes UoGSH

The process:

- Completed application form is submitted on StudentPad
- All relevant certificates and registration fees are sent (see below)
- Information received by UoGSH
- Forms are processed and checks carried out to ensure all certificates and fees have been received.
- Visits carried out for any new properties
- On confirmation that all documentation is up to date and correct, the property is approved for advertising

Your checklist:

- Complete an application form for each property on StudentPad via this link - <https://control.studentpad.com/register/Gloucestershire>
- Provide all relevant documents (see guide and registration form)
- Send in the appropriate registration fee(s), see below.

Please send in all the relevant paperwork electronically to accommodation@glos.ac.uk. You can pay online using the following link to our online shop - http://store.glos.ac.uk/browse/extra_info.asp?compid=1&modid=1&prodid=1907

Health and Safety Criteria

All properties must meet the compulsory criteria to become a member of UoGSH

Compulsory Health & Safety Criteria
<ul style="list-style-type: none">• Landlord Gas Safety certificate, carried out by a CAPITA registered engineer; (this is a legal requirement).• Electrical Safety report carried out by a qualified Electrician issued in accordance with BS7671. All pages of the certificate must be submitted.• Mains interconnected smoke detectors installed on each floor in full working order and tested prior to the tenancy commencing.• Confirmation of landlord's public liability insurance, covering for a minimum of £2 million.• Houses in Multiple Occupation (HMO) licence for the property (if applicable).• Furniture and furnishings, including mattresses that are compliant with current fire safety regulations.• A fire blanket in the kitchen.• At least four electrical sockets in each study bedroom.• Property should be in a good condition throughout.
Desired Health & Safety Criteria

- No gas appliances in bedrooms or cupboards opening off bedrooms. If there are, they must be enclosed in a cupboard with a carbon monoxide detector in the room.
- A battery/ mains carbon monoxide detector has been fitted. This should be in full working order when last checked and should be checked regularly and prior to a tenancy beginning.
- Yearly PAT testing of all electrical appliances.
-
- Washing machine or plumbing for a washing machine is in place.
- Escape locks fitted to external doors.
- Being a member of the Fit to Rent Scheme or National Landlords Association Accreditation Scheme.

Furnishings

Compulsory Items	Recommended Items
Bedrooms	Bedrooms
single bed minimum	under bed storage
mattress	mattress protector
desk & chair	desk lamp
wardrobe or hanging space	coat hooks
chest of drawers	bedside table
bookcase or shelving	light shade
curtains or blinds	internet connection
good quality flooring	
fixed wall heater/ radiator	
Kitchen	Kitchen
full size cooker	ironing board
fridge and freezer	washing machine
good quality flooring	microwave
worktops and cupboards	mop and bucket, dustpan and brush and broom
waste bin	vacuum cleaner
Living Room	Living Room
sofas or easy chairs - sufficient for the number of tenants	table and chairs or breakfast bar and stools
fixed wall heater/ radiator	television
good quality flooring	aerial point
Bathroom	Bathroom
shower or shower attachment over bath	cupboard
fixed wall heater/radiator	waste bin
curtains or blinds	toilet brush/holder
good quality flooring	extractor fan

All furnishings, flooring and decorations should be in a good clean condition with no tears or rips.

Please be clear whether you provide internet access (student responsibility) or fully installed and operational internet/broadband.

Garden

It is recommended that the landlord/owner should maintain the garden. A suitable outdoor bin should be provided to dispose of household waste and avoid the attraction of vermin.

Mortgage and Insurance

The Accommodation Department recommends that you advise your mortgage and insurance providers of the use of the property.

Building Regulations

We would also advise Landlords/ Agents to be aware of Building regulations, these are legal requirements that need to be adhered to. These regulations apply to most type of buildings and relate to the technical aspects of construction and cover things like structural stability, fire resistance, means of escape, disabled access, weather resistance, thermal insulations and drainage.

Landlords should ensure they are aware of these regulations when purchasing a student property to let. We would advise that Landlords/ Agents make themselves aware of the following website www.planningportal.gov.uk

Registration fees for 2019/20

Registration fees are as below; a separate online form and advert must be completed for every property registered. These charges may be subject to change.

Number of properties registered	Registration fee per property
1-9	£75
10-19	£55
20+	£35

Keep up to date

It is vital that landlords keep the team up-to-date when their property(ies) become full so we are not advertising an out of date list and landlords are not receiving unwanted calls. The largest complaint that we receive from students is about the housing list being out of date. We ask that landlords do inform us when a property has been taken.

Photos & Videos

Students will often look at the adverts that have photos of the property first as they can see what it looks like before calling the landlord. Therefore, we would encourage all landlords to add photos and videos to their adverts to give themselves the best chance of letting the property as early on as possible. We would advise that six good quality photographs are better than several smaller ones.

Accreditation

UoGSH encourages landlords to sign up to national and local accreditation schemes. If you are a member of the National Landlords Association (NLA) Accreditation Scheme or Gloucestershire's Fit to Rent Scheme then we will highlight this on your property adverts and they will also have priority listing in search results.

Details on these schemes can be found here:

Council's 'Fit To Rent' Scheme
http://www.cotswold.gov.uk/nqcontent.cfm?a_id=13143

National Landlord's Association Accreditation Scheme
<http://www.landlords.org.uk/support-advice/landlord-accreditation>

UoGSH is committed to raising housing standards in Cheltenham and Gloucester and wants to recognise those landlords/ agents that work in partnership with us to ensure this happens.

Equal opportunities

We are committed to being a community where equality of opportunity is a reality for all students and staff. That means creating a positive environment in which students and staff are respected.

We aim to ensure that no-one in our university community will receive unfair or unlawful treatment due to race, colour, nationality, ethnic or national origins, religion, creed, sex, sexual orientation, marital status, disability or age.

Landlords must therefore ensure that there is no discrimination in the provision and letting of accommodation and that all tenants are treated respectfully and fairly. Under the Race Relations Act and the Sex Discrimination Act it is unlawful to discriminate on the basis of race or sex.

Failure to comply with the university's commitment to equal opportunities may result in owners / landlords being removed from the accommodation register.

Useful Contacts

<p>Accommodation Office Pittville Student Village, Albert Road, Cheltenham, GL52 3JG Tel: 01242 714544 Email: accommodation@glos.ac.uk Web: www.glos.ac.uk/accommodation</p>	<p>National Landlords Association 22-26 Albert Embankment London SE1 7TJ Tel: 020 7840 8900 Web: www.landlords.org.uk Email info@landlords.org.uk</p>
<p>Cheltenham Borough Council Municipal Offices Promenade Cheltenham, GL50 9SA Tel: 01242 262626 Fax: 01242 227131 Minicom: 01242 264264 Email: enquiries@cheltenham.gov.uk Web: www.cheltenham.gov.uk</p>	<p>Gloucester City Council Herbert Warehouse The Docks Gloucester GL1 2EQ Tel: 01452 396396 Email: heretohelp@gloucester.gov.uk</p>
<p>Council Tax Tel: 01242 264161 Email: counciltax@cheltenham.gov.uk</p>	<p>Council Tax Gloucester City Council Revenues Services Tel: 01452 396495 Email: revenues@gloucester.gov.uk</p>
<p>Environmental Health Tel: 01242 264135 Email: envhealth@cheltenham.gov.uk</p>	<p>Environmental Health Tel: 01452 396396 Email: heretohelp@gloucester.gov.uk Fax: 01452 396340</p>
<p>Fit to Rent Scheme (Cheltenham) Cheltenham Borough Council Private Sector Housing Tel: 01242 775008 enquiries@cheltenham.gov.uk</p>	<p>Fit to Rent (Gloucester) Gloucester City Council Environmental Health Tel: 01452 396396 fittorentlandlords@gloucester.gov.uk</p>
<p>Citizens Advice Bureau (CAB Cheltenham) 6 St James Square Cheltenham GL50 3PR Tel: 01242 522491 Fax: 01242 531380 Web: www.cheltenhamcab.org.uk Email: advice@cheltenhamcab.org.uk</p>	<p>Citizens Advice Bureau (Gloucester) 75-81, Eastgate St, Gloucester GL1 1PN Tel: 01452 527202/01452 528017 Web: www.gloucestercab.org.uk Email: bureau@gloucestercab.cabnet.org.uk</p>

<p>Victim Support</p> <p>Tel: 0845 3030900 Web: www.victimsupport.org.uk</p>	<p>Police</p> <p>Tel: 999 Non-emergency Tel: 101 Web: www.gloucestershire.police.uk</p>
<p>Crime Stoppers Tel: 0800 555 111</p>	<p>Crime & Victims www.gov.uk/your-rights-after-crime</p>