The Student Accommodation Code protects your rights to
safety, good quality university and further education college accommodation, wherever
you are studying, and to make sure you get the best out
of your time living in university or college residences.
It outlines everything you should expect from your
university-managed accommodation as well as your
responsibilities as tenants.

Not all university and college residences are covered
by The Code – to find out which buildings are covered, please visit www.TheSAC.org.uk

The Code protects your rights to:
• A healthy, safe environment.
• Timely repairs and maintenance.
• A clean, pleasant living environment.
• A formal, contractual relationship with your landlord.
• Access to health and wellbeing services.
• A living environment free from anti-social behaviour.

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A HEALTHY, SAFE ENVIRONMENT
The Code makes sure that your accommodation is signed up to
all necessary health and safety standards.

Fire and utility rules
Staff at your residence should be fully prepared for emergencies,
such as fires and electrical faults, by clearly displaying health and
safety information, testing fire alarms and making sure fire exits are
clear. Heating, power, lighting and water should all come as standard
in your accommodation and drinkable water should be clearly marked.

Fittings, furnishings and facilities
Your room should be fitted with a bed, a mattress, a place to study, a
table, a chair, curtains/blinds, clothes storage and a rubbish bin. All kitchen,
bedroom and bathroom facilities should be in good working order
and there should be enough showers and kitchen facilities for the
number of students using them. Your university or college is also
obliged to provide you with a place to collect mail.

Security
You want to feel safe in your new home which is why all main
entrances, individual rooms and accessible windows must be
secure. Someone’s bound to lose their keys at some point,
so details of procedures for lost keys/access cards should be
included in your welcome pack.

Your role in staying safe
As well as ensuring that your accommodation is signed up to all
necessary health and safety standards, The Code also outlines a few
things that you should do to help stay safe and secure. This includes
making sure that you don’t leave downstairs windows open
for intruders and that you know where your nearest fire exit is.

TIMELY REPAIRS AND MAINTENANCE
Your university or college is responsible for ensuring your
accommodation, including outside areas, are in a good state of
repair and making sure you know how to report a problem.

Repair and maintenance work
should be carried out as quickly and effectively as possible. Urgent
work should be carried out within 24 hours, and you should be given
seven days notice for planned work. No one wants the added distraction
of workmen during revision time, so wherever possible your university
or college should arrange for repair and maintenance work to take
place outside key exam times.

In the event that you or any of your
guests damage your
accommodation, you should report the problem and be told the total
costs and charges for the repair work as soon as possible.

A CLEAN, PLEASANT LIVING ENVIRONMENT
Your accommodation should offer good heating, lighting, hot water and ventilation
– all that goes without saying. In addition, you should also be made aware of:
• When regular rubbish collections take place.
• How you can recycle domestic waste
  (provided your local authority offers this).
• How you can be energy efficient in your
  building.
• Where you can find car, bicycle and
  motorcycle parking.

ACCESS TO HEALTH AND WELLBEING SERVICES
It can be tough living away from home,
so it’s good to know that your residence
will provide information about the welfare
support, financial advice and counselling
services available. You should also have
access to emergency out of hours support
and be encouraged to register with local
health services and a GP.

A LIVING ENVIRONMENT FREE FROM ANTI-SOCIAL BEHAVIOUR
No one likes anti-social behaviour, and your residence
should have procedures in place to help make sure everyone is treated with respect.

A FORMAL CONTRACTUAL RELATIONSHIP WITH YOUR LANDLORD
As a tenant, you should have a formal contract
with your university or college, as your landlord.
This should outline your landlord’s responsibilities
to you, as well as your responsibilities as a tenant.

Your right to information
As a tenant you should be able to access
information about your accommodation including:
• Practical things such as cleaning schedules,
  laundry services, parking facilities and other
  services your accommodation offers; how to report
  a problem and what to do if you lose your keys.
• Financial information such as payment schedules,
  costs that you could incur, discounts that are
  available and damage deposits.
• Technical information such as whether the
  university or college’s insurance covers your
  belongings, the terms of your contract and
  access rights to your study or bedroom.

At the beginning and end of your tenancy
When you arrive at your new accommodation you
should receive an induction briefing or meeting and
contact details for people who can help if you have
any problems. On leaving, your university or college
should return any deposits held within 28 days of
the end of the tenancy.

HOW TO ADDRESS ANY ISSUES YOU HAVE WITH YOUR ACCOMMODATION
In all instances issues should be raised with
individual housing offices at the
university or college. Contact details
for accommodation offices can be
found on The Student Accommodation
Code website www.TheSAC.org.uk

In the event that an issue cannot
be resolved locally with the
accommodation staff, you should use
the individual university or college
formal complaints procedure.
Finally, if you have tried both of these
routes and are still not happy with the
end result, you can get in touch with
the OIA which is the independent body
set up for student complaints.
For more information, go to:
http://www.oiahe.org.uk.

For students studying at a further
education college, you can contact the
national Code administrator for the
complaint to be heard by the
Governance Board.