



SASSH Code of Management and Practice

As a Landlord of an Accredited Property, I will

- 1** Always act in a fair, honest and reasonable manner in all my dealings with tenants and respect their rights to peaceful and quiet enjoyment of the property.
- 2** Not discriminate in my dealings with any prospective and/or existing tenants or treat them less favourably than any others because of their colour, creed, ethnic or national origin, disability, age, sex, marital status, sexuality, politics, or their responsibility for dependants.
- 3** Emergencies excepted, give the tenant reasonable notice (at least 24 hours and in writing, stating reasons, unless the agreement of the tenants is given to forgo this) when access to the property is required by the landlord, agent or contractor.
- 4** Acknowledge promptly all written communications received from the tenant and will respond appropriately to telephone or any other verbal communication and will, when requested, provide the tenant with a written statement of their tenancy account.
- 5** Before proceedings are commenced, notify the tenant in writing of any breach of the tenancy agreement that is to be used as a basis for legal proceedings against the tenant.
- 6** Not cause harassment to a tenant or instruct or undertake any action that involves the tenant being illegally evicted or in any way harassed.
- 7** In accordance with the Tenancy Deposit Protection Scheme and any other applicable statute, correctly handle and manage any deposit paid by the tenant. Ensure the tenants have a copy of the certificate provided by the Scheme holding their deposits, or a copy of the Scheme membership number. Unless I have good legal cause, I will return promptly at the end of the tenancy any deposit paid by the tenant and/or provide a written statement accounting for and explaining any deductions made. The tenant will also be told of the steps they can take if they are not satisfied that the deductions are fair and reasonable.
- 8** Not refuse a tenant a reference for the purposes of securing a new tenancy, without good cause.
- 9** Take all reasonable steps to ensure that the tenant is provided with accommodation that meets at least the One Star accreditation standards and complies with all relevant legal requirements. In particular, to ensure all accommodation provided will not fall below the current minimum legal standards for habitation, i.e. throughout the tenancy the property must remain in a reasonable state of repair, have adequate fire safety and amenities, and meet basic standards of management.

- 10 Ensure that all disrepair or defects in the property for which I am responsible will be attended to promptly with minimum disturbance to the tenant. This includes any damage caused, which may leave the property vulnerable to unauthorised entry.
- 11 Subject to statutory rights of appeal, comply with all statutory notices served by a local authority.
- 12 Subject to statute, hold all relevant safety certificates in respect of gas and electrical installations and appliances in the accommodation provided for letting which are my responsibility and copies of these will be provided to the tenant. Where automatic fire detection or emergency lighting is a requirement, I shall ensure that installations are properly maintained and serviced by a competent person in accordance with the relevant British Standards.
- 13 Actively respond to complaints from neighbours and other parties about anti-social behaviour from tenants in any of my accredited properties.
- 14 Not advertise or claim any property as being accredited under SASSH unless an application has been made to the SASSH partnership and accepted for accreditation for the current or forthcoming academic year.
- 15 Not act in such a manner that brings the Southampton Accreditation Scheme for Student Housing into disrepute.
- 16 Co-operate with any of the SASSH partners with regard to allowing access for inspections and ensure that tenants are advised in advance of any such inspections.
- 17 Prior to making an application for accreditation through SASSH, ensure that any HMO which should be licensed under the mandatory HMO licensing scheme has the appropriate licence, or has an application for a licence already submitted to Southampton City Council.
- 18 Not undertake, or assign to others, the unauthorised advertising or marketing of my properties or business in the grounds or buildings of the Halls of Residence at either of the city's Universities. I am aware that this unauthorised activity may constitute trespass.
- 19 Ensure that 'To Let' boards and any other advertising boards or materials are only displayed for the minimum time and/or are removed once the property has been let.
- 20 Inform the appropriate SASSH partners if any of my accredited properties change ownership during the accreditation period.
- 21 Inform the SASSH partners if I carry out any works to the accredited property, which would affect the SASSH accreditation or rating.
- 22 Inform the SASSH partners if my accredited property becomes uninhabitable for any reason, eg, fire, flood, or other occurrence, however caused.