



TUSU Landlord Accreditation scheme – Landlord Information

SECTION 1 – Introduction and aims of the scheme

The TUSU Landlord Accreditation Scheme is focused on ensuring that students have access to the best possible range of private accommodation.

We will maintain a list of recommended landlords and letting agents and these are asked to adhere to minimum standards and regulations.

Aims of the scheme are to:

- Work in partnership with private accommodation providers
- Encourage, acknowledge, raise awareness of and actively promote good standards and management practices in student accommodation
- Support landlords to increase the amount of good quality student accommodation in the area
- Enable students to obtain information about, and have access to, the best possible accommodation

What's in it for you?

- Teesside University Students' Union (TUSU) maintains a list of landlords and letting agents which we would recommend to students. This opens up access to a wide range of exclusive and unrivalled advertising and sponsorship opportunities with TUSU. Our packages are designed to suit a range of budgets and includes digital/ web advertising, event sponsorship, exhibition space in the SU Building and the opportunity to sponsor some of our highest profile clubs and societies. View the 2018/19 landlords and letting agents rate card at tees-su.org.uk/advertise (opportunities would commence from September 2018 onwards) or ask a member of SU Student Support (SUSS) staff to supply it once you have completed the accreditation process and have their approval.
- It also gives you support in managing any issues that arise when students approach us with any issues or concerns; SU Student Support (SUSS) staff will work with you, advising both parties on their commitments as agreed in the tenancy agreement and possible remedies.

SECTION 2 – The Standard

Landlords must provide their tenants with the following:

- Tenants must be provided with a clear written tenancy agreement and written inventory at the start of a new tenancy. Model forms are available from <https://www.gov.uk/government/publications/model-agreement-for-a-shorthold-assured-tenancy>
- A copy of 'How to Rent' which is a checklist for renting in England. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/496709/How_to_Rent_Jan_16.pdf
- A Gas Safety Certificate. You must provide one on an annual basis if there is a gas installation. <https://www.gassaferegister.co.uk/>
- If a deposit is required you must comply with the tenancy deposit provisions. <https://www.gov.uk/tenancy-deposit-protection/overview>
- An energy performance certificate. <https://www.gov.uk/buy-sell-your-home/energy-performance-certificates>
- Electrical Safety Report. This is a legal requirement for landlords and work must be carried out by an electrician registered with a government approved body. <http://www.niceic.com/>

You will sign a document to confirm that you provide all tenants with the above information and we will ask to see a random sample. Any breach could lead to removal from the scheme.

Landlords must also ensure that their properties provide a safe and healthy environment for any potential occupier or visitor.

- Heating
 - *The property should have central heating with instructions on the boiler and details of who to contact if there is a problem with the heating.*
- Security
 - *As a Landlord, you are responsible for maintaining all of the safety aspects of the accommodation. The property must have secure locks on all external doors and all windows must open and shut securely.*
 - *An alarm system should also be fitted.*
- Fire Safety
 - *Smoke detectors must be fitted on each floor*
 - *Ensure there is access to escape routes*
 - *A self-closing fire door with intumescent strips and cold smoke seals to be fitted on all kitchens regardless of the type of property*
 - *A fire blanket should be provided in kitchens*
 - *Make sure any furniture and furnishings supplied comply with <http://www.legislation.gov.uk/ukxi/1988/1324/contents/made>*
 - *Provide fire alarms and extinguishers if the property is a large house in multiple occupation (HMO)*
- Decoration
 - *All properties should be of a clean and presentable appearance with no excessive wear and tear of flooring and the décor must be clean and free from defects*

In addition, the following must be observed:

- Landlords must respond to any reported repairs in a timely and professional manner as suggested below:

| Level of Issue | Examples | Issue Addressed | Initial Progress Report | Follow up until complete |
|----------------|--|-----------------|-------------------------|-------------------------------|
| Major issues | Boiler problems and leaks, issues with water and gas, any electrical safety issues, broken windows, cooker and toilet not working. Additionally, any issue which compromises the security and safety of the students and the property. | Within 24 hours | Within 24 hours | Daily until resolved |
| Infestations | | Within 5 days | Within 5 days | Every 2-3 days until resolved |
| Mid | Household appliances not working | Within 5 days | Within 48 hours | Every 5 days until rectified |
| Minor | Problems with wardrobes, drawers and other furniture | Within 14 days | Within 7 days | Every 5 days until rectified |

- Landlords must give at least 24 hours written notice for access in all cases except where access is required in an emergency.
- Landlords must provide their contact details to tenants including out of hours emergency details.
- Landlords must always act in a fair, reasonable and professional manner in their dealings with tenants and must not discriminate because of colour, ethnicity, disability, age, gender, religion or sexuality as per the TUSU equal opportunities policy.

SECTION 3: How the scheme works

As outlined in the introduction and aims we are committed to working with you to ensure that this is a straightforward process that you are fully prepared for before we embark on the visit stage of the scheme.

The scheme will run from 1st September 2018 – 31st July 2019 allowing for accommodation providers to be accredited and ready for the start of the academic year.

This will also give you plenty of time to discuss advertising and marketing packages with our sales team.

There will be no opportunity to join the scheme on a mid-year basis.

- If you are interested in being part of the scheme, you will first complete the registration form giving us some information about your organisation and properties.
- The completed form will be returned to us at TUSUaccreditation@tees-su.org.uk along with your property portfolio list and a copy of your current tenancy agreement. We will contact you within 14 days of receipt of these documents to arrange an initial meeting.
- At this meeting we will look at the standard to see if you have any questions and at this stage we will ask you to sign a declaration form stating that you meet the minimum requirements as outlined.
- From here we will arrange to view a minimum of 10% of your properties as chosen at random by us. This assessment will include seeing all appropriate documentation as outlined in the standard. *This documentation must be provided prior to the visit.*
- If any remedial work is required we will feed this information back to you to rectify and arrange a follow-up visit.
- Remedial works to be completed within 28 calendar days of the original visit. Please note, we will only visit a property three times. *If remedial work is still required after the third visit you will have been unsuccessful in gaining accreditation.*
- Following successful completion of the visits you will be presented with a TUSU Landlord Accreditation Scheme certificate and added to our list of recommended landlords.
- Your details will then be passed to our Sales team who can discuss our range of advertising packages with you.

The below pricing structure is solely to go through our accreditation process and be listed on our website as a recommended landlord. You should expect to pay additional fees for further advertising and promotion.

| Number of Properties | 2016 – 2017 Fees (inc VAT) |
|----------------------|----------------------------|
| 1 | £55 |
| 2-5 | £111 |
| 6-10 | £222 |
| 11-15 | £286 |
| 16-20 | £381 |
| 21-40 | £476 |
| 41-60 | £571 |
| 61-120 | £713 |
| Unlimited | £951 |

SECTION 4: Timings

In order to be successful in gaining accreditation, the timings outlined below MUST be adhered to:

- Applications

Applications to the 2018/19 scheme will open on Monday 2nd April and close on Friday 27th April 2018. During this period you must return the following:

- A completed registration form
- An up to date property portfolio form
- A copy of your current tenancy agreement

We will not accept any applications that fall outside of the above stated dates.

- Meetings

We will meet with all applicants during between 2nd – 16th May to run through the process. At this stage, applicants will sign the declaration form.

Directly following the meeting you will be invoiced and once payment is received we will start to plan the visits.

All invoices must be paid before 31st May or we may not be able to progress your application any further.

- Visits

Once payment is received we will contact you to let you know which properties we would like to visit and at that stage we will need to see associated documentation as outlined in the standard. You will have 14 calendar days from the request of the documentation to provide it to us.

Once we have received satisfactory documentation we will work with you to plan a mutually agreeable time to visit.

Please note, we will not be carrying out any initial visits after the 31st July.

If we have not been able to make our initial visits by this date, you will have been unsuccessful with your application.

- Remedial works

Any remedial works highlighted following the visits will need to be completed within 28 calendar days after which time we will make a second visit to the property.

If works have not been completed satisfactorily at this stage, you will have a further 14 calendar days to rectify any issues before we make a final third visit.

If following the third visit these issues have not been rectified, you will have been unsuccessful in your accreditation application.

The timings outlined above are non-negotiable.

Registration Form

| | |
|---------------------------------------|--|
| Organisation Name | |
| Contact Name | |
| Address | |
| Telephone | |
| Email | |
| Number of properties (owned) | |
| Number of bed spaces (owned) | |
| Number of properties (managed) | |
| Number of bed spaces (managed) | |
| Any properties over 15 beds? | |
| Tenancy Deposit Scheme details | |

Property Portfolio Form

Please list below all of the residential properties that you own/ manage in the area that are solely for student accommodation purposes. If you have a large portfolio you may attach your own list with relevant details.

| | Address | Property Type | Owned/ Managed? | Number of Bedrooms |
|-----|---------|---------------|-----------------|--------------------|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| 5. | | | | |
| 6. | | | | |
| 7. | | | | |
| 8. | | | | |
| 9. | | | | |
| 10. | | | | |