



UUK/GuildHE Accommodation Code of Practice NEWSLETTER

SPRING 2023



INTRODUCTION

Welcome to the Spring 2023 edition of The Code newsletter, created to give you a picture of the work that UUK, GuildHE and CUBO have been doing on behalf of our members and the positive developments we have in the pipeline.

Last year saw a very welcome increase in activity post-pandemic, with much planning on the sustainability and future of The Code. 2023 will see many of those plans being actioned; most notably the work we will be undertaking on the Code Review. This is a significant project and one which will take into account changes that have taken place within the sector since the last review in 2019. We have listened to your feedback – from audits, from conferences and from the many other areas of dialogue we have had with members - and know that there are points we need to address in more detail, areas where we can be clearer, and things we need to consider introducing which have not yet been part of the Code compliance process.

Students continue to be right at the heart of our work: being able to assure them that they have a safe and quality place to live. We know that you, your colleagues and your organisation are central to making this happen and so as we move forward, we'll be making sure that we give you every opportunity to be part of the positive changes to The Code, by getting involved in our projects. We also know that you would like the Code to be more easily accessible and useable, whether this be the documents you and your colleagues use, the training you undertake or the systems we provide to help you keep compliant.

I am proud of CUBO's involvement in The Code and I know many of you feel similarly about your organisation's Code membership. I hope you will take every opportunity to be part of shaping the future of The Code through the work we are doing this year and look forward to updating you as our work progresses.

Jan Capper, CUBO Executive Director



I am delighted to contribute to this Spring 2023 Newsletter for The Code.

Since taking on the role of Chair it has been a busy period of change and I am incredibly grateful for the warm welcome I have received and the high levels of engagement that I have experienced either through the Sector Advisory Group and Governance Boards to last year's Practitioners and Joint Codes Conferences. I am confident that with the support of all our stakeholders The Code will be more impactful on the lives of our students in residence as we seek to review The Code over the next 12 months. Your involvement in that review together with the Student Voice will be critical to its future success.

Our new Mission and Vision will help guide the review supported by a longer term plan for the future of The Codes finances. This will provide the sector with the confidence that The Code is delivering great value for money whilst at the same time becoming increasingly important in demonstrating how members are delivering an outstanding student accommodation experience.

Mark Swales FInstLM, Chair, UUK/GuildHE Governance Board

Did you know...

that in addition to the main aim of assuring the rights of students to a safe, good quality place to live, the UUK/GuildHE Code saves our members a minimum of

£13 million*

during every 3-year audit period! This would be the additional cost to the sector if The Code didn't exist – and another reason why it's so important that your organisation meets the Code's compliance standards and timescales in order to maintain your membership.

*Figures based on the average, license only additional costs under Local Authority HMO registration





Vision, Mission & Strategy

Over the past few months, the UUK/GuildHE Governance Board, led by our Chair, Mark Swales, has been working on the vision and mission behind The Code.

We wanted to be able to give you an easy way of explaining why the Code exists and why it is so important to your organisation, to your current and prospective students and to your stakeholders and we believe this captures what we are all looking to achieve:

The Code Vision	The Code Mission
The Code operates for the protection and support of students in university owned and or managed residential accommodation making an important contribution to the broader student experience; as well as to assure Local Authorities and other stakeholders that such accommodation is meeting legal requirements and standards as set by The Code.	Through the provision of a high-quality residential experience, which is safe, secure, sustainable, and supportive throughout their stay, students are enabled to focus on making a positive contribution to their academic, social, and local communities.

KEY PROJECTS

CODE REVIEW

The next piece of development work we'll be undertaking in the coming year is a review of the Code. The Code was last updated in May 2019 and we will be asking for your input to help us shape how the Code works, what it contains and in particular, making sure that we capture areas of focus which may have developed since the last review.

We know that there is a major commitment to the Code within the sector and this is your chance to help shape its future development – so we are really keen to have you involved!

Please contact Trudy at uukcop@cubo.ac.uk if you'd like more information on how you might get involved or equally, just say "Yes" and we'll include you in our focus groups, research, workshops etc as they develop over the coming months!

Did you know...

.....that apart from Trudy, our Administrator, everyone involved in making the Code run successfully on behalf on both the Government and our membership is a volunteer? We'd like to say a huge thankyou to everyone on the Sector Advisory Group and Governance Board, to those colleagues who organise and present at our conferences, and to their home Institutions/ Associations for supporting such valuable contributions.

UUK/GuildHE & ANUK Joint Codes Conference 2022

The 13th Joint Codes Conference “Adapting and Re-Imagining for the Future of Student Accommodation” was held on 11th November 2022 at The Royal Institute of British Architects, 66 Portland Place, London.

With 77 in-person and 138 on-line attendees, the conference was full of high quality sessions, covering a wide range of topics relating to both the current challenges and the future landscape. Specific UUK/GuildHE Code sessions were led by Mark Swales (Code Vision & Mission) and Fay Sherrington (Review of the Code).

If you missed this year’s conference and would like to know more, we’ve made the conference recordings available here for the next 3 months:

The recordings from the Joint Codes Conference that took place on 11th November are now available to view online, and will remain online for the next 3 months. To access them please visit the links below:

■ **Reviewing the UUK/GuildHE Code – Your opportunity to be the first members to hear about, and be central, to the next phase of Code developments** Fay Sherrington, Chair of the Sector Advisory Group, UUK/GuildHE Accommodation Code of Practice.
https://youtu.be/F23cGAn_1QY

■ **Launching a vision and strategic plan for the UUK/GuildHE Code,** Mark Swales FlntLM Chair of UUK ACOP Governance Board
<https://youtu.be/agg47DfqIDk>

■ **Views from the Higher Education Student Support Champion** – Progress on information sharing about student mental health concerns in accommodation, Professor Edward Peck, Vice-Chancellor Nottingham Trent University, and Higher Education Support Champion, (and From 29:30)

■ **The Student Accommodation Shortage of 2022 – What Happened, underpinning reasons and the impact of solutions.** Some data on the latest numbers followed by a Q and A session, Sarah Jones, Partner, Cushman and Wakefield and Martin Blakey, Chief Executive, Unipol Student Homes.
<https://youtu.be/7pzustrtg4U>

■ **Better Late than Never? How changes to the ANUK/Unipol Code related to New and Late Buildings are progressing, outcomes for students and some useful case studies on common pitfalls.** Jess Carrier, National Codes Co-ordinator, Unipol Student Homes.
<https://youtu.be/8LudMA6T5Ik>

■ **Living Black at University – Report and Recommendations** from Halpin Partnerships and Unite Students on the experiences of black students in accommodation. Sam Kingsley, Senior Belonging Equity & Engagement Manager and Jenny Shaw, Higher Education External Engagement Director
<https://youtu.be/rvo4chUpO7w>

■ **What next for the future of university accommodation strategies in the era of economic and post-Covid uncertainty? What role will the private sector play?**
<https://youtu.be/-YZBVFpYYvQ>



SAC Portal Developments

You'll have seen over the past year that we have been focussing on automating many of the processes relating to your mandatory submissions, as well as increasing the automation of the reminders we send out on compliance-related task which are due.

Over the past few months, we've been looking at how we can make the portal even more useful to you as well as being able to provide data that can support the work you are doing. With this in mind, we'll be undertaking some development work, again asking for your input on what you like, what you think could be better and what new things you would like to see on the system.

As you can see, we will be asking for your help, support and input in a number of areas throughout 2022. We want to ensure that those things we focus on are relevant: to the Code, to you and to ensuring the safety, wellbeing and brilliant experience of our students. Please do get involved: you are the subject matter experts in what you do and we want to hear from you!

SAVE THE DATE!

**8th UUK/GuildHE
Accommodation Code of
Practice - Practitioners
Conference 2023**

Thursday, 25th May 2023

**Following the success of the
2022 Conference, we will be
hosting this as a purely virtual
event – more details will be
available soon and we look
forward to seeing you there!**



NEW CODE IDENTITY

We're really pleased to be able to introduce you to the new Code Identity, which we've been working on recently and through which we wanted to better reflect the relationship between the Code/UUK/GuildHE and CUBO, now the permanent home of the Code.

You'll see this branding on both membership and external communications to begin with, then we intend to develop this to our web presence, along with other developments coming from the Code and Portal review projects. We hope you'll agree that we have set a fresh, vibrant and hopefully distinctive identity for the Code.



IMPORTANT -

COMPLIANCE WITH THE CODE

Over the past few months, the Governance Board and Sector Advisory Group have been looking at all areas of Code activities, with a view to ensuring that your organisation, as members, understand the obligations to the Code and equally, how the Code can support you better in delivering safe and great quality student accommodation.

Recently, we wrote to the Head of your University/College to highlight the importance of the Code, why it is so valuable to the sector and why meeting the Code's compliance requirements needs support from the wider organisation.

Here are some of the key points we covered:

AUDITS

Take place once every three years

- **Must** be a single audit (ie you cannot do a third of the audit each year)

- **Must** be the final audit, which has been approved by your organisations Audit Committee

- **Must** be submitted by 11.59pm on 30th April of the year in which it is due (this is the time at which the SAC portal will close to submissions)

COMPLAINTS

Submitted every year

- **Must** be submitted by 11.59pm on 30th April each year (this is the time at which the SAC portal will close to submissions)

- Progress on resolving the complaints should be reported on the SAC portal. If a complaint looks likely remain open for an extended period of time (6 months+) you should upload progress updates on the Code portal at least monthly.

BUILDINGS LISTS

Submitted twice a year (c.Jan/Feb and c.June/July)

- Where additional bed spaces are due to become available for occupation between these two dates, you must register them before occupation i.e. the return **before** any tenants are in place, otherwise they will not be covered by your Code membership.

- If your organisation remove bed spaces, this must be reflected in the submission made **after** the last date of occupancy to ensure that your membership remains compliant with The Code.

Annual Report

The 2022 UUK/GuildHE Annual Report was approved by the Governance Board in October 2022 and is available online and for you to view here:

www.cubo.ac.uk/page/Accommodationcodeofpractice

Who's Who in the Code

UUK/GUILDHE ACoP Governance Board

Independent Chair	Mark Swales, Higher Education & Leadership Consultant
Independent Chair of the Sector Advisory Group	Fay Sherrington, Director of Student Services, Edge Hill University
2 AMOSSHE Members	Ravteg Singh Dhesi, Director of Student Welfare, Aston University Emma Bales, Director of Student Services, University of Cumbria
3 ANUK Members	Simon Kemp, National Codes Administrator, Unipol Student Homes Jess Carrier, National Codes Coordinator, Unipol Student Homes Vacancy
3 ASRA Members	Michael Ball, Head of Accommodation Operations, University of Lincoln Sarah Reynolds, Chair of ASRA Tom Bates, Head of Facilities and Residential Operations, Aberystwyth University
3 AUDE Members	Bryan Carroll, Director Estates & Facilities, Solent University Lucy Black, Head of Facilities & Student Accommodation, University of Plymouth Joanna Hynes, Chief Operating Officer, Leeds Trinity University
1 CHEIA Member	Vacancy
3 CUBO Members	Robin Walsh (Deputy Chair), Head of Residential Services, Bournemouth University Kirsty Woodward, Director of Campus Services, University of Leicester Vacancy
2 DLUHC Members	William Tandoh, Park Homes & Non-Traditional Tenures, Private Rented Sector Division Vacancy
1 GuildHE Member	Kate Wicklow, Policy Director (Insight, Access & Student Experience)
2 NUS Members	Rory Hughes, Housing Policy & Campaigns Consultant Vacancy
1 USHA Member	Simon Watson, Health & Safety (Fire) Advisor, University of Warwick
2 UUK Members	Chris Hale, Interim Chief Executive, Universities UK Rowan Fisher, Policy Researcher, Universities UK
1 AUE Member	Heather Loosemore, Head of Maintenance, Estates Department, University of Warwick
Council Representative	Ian Wright, Head of Regulatory Services and Community Safety, Oxford City Council
CIEH	Vacancy
CUBO	Jan Capper, Executive Director
UUK/GuildHE ACoP National Administrator	Trudy Williams, CUBO

UUK/GUILDHE

ACoP Sector Advisory Group

Independent Chair	Fay Sherrington, Director of Student Services, Edge Hill University
2 ASRA Members	Michael Ball, Head of Accommodation Operations, University of Lincoln Vacancy
2 AUDE Members	Vacancy Vacancy
1 CHEIA Member	Vacancy
3 CUBO Members	Deirdre McIntyre, Head of Residential Life, Bangor University Mel Parrott, Domestic Bursar, Kellogg College, University of Oxford Michael Uprichard, Head of Accommodation, Queen's University Belfast
1 USHA Member	Simon Watson, Health & Safety (Fire) Advisor, University of Warwick
1 AMOSSHE Member	Ravteg Singh Dhesi, Director of Student Welfare, Aston University
1 AUCSO Member	Vacancy
2 NUS Members	Rory Hughes, Housing Policy & Campaigns Consultant Vacancy
UUK/GuildHE ACoP National Administrator	Trudy Williams, CUBO



“The Student Accommodation Code protects students’ rights to a safe, good quality place to live. It outlines everything they should expect from their university or college accommodation as well as their responsibilities as a tenant.”

Code facts & figures

Did you know...

The Code has a membership of

145
organisations

and is responsible for assuring Code members provide safe and quality accommodation to a whopping

262,000
student bed spaces!

YOUR MEMBERSHIP -

PROMOTIONAL MATERIALS

Don't forget to promote your membership of the Code! There are lots of materials for you to promote your organisation's membership of the Code to staff, current and prospective students and through your own communications - available to you on the CUBO website:

www.cubo.ac.uk/page

Accommodationcodeofpractice

And finally...

Please remember that it is essential to keep your key contacts up to date on the SAC portal (name, telephone number and email address) – this is the way we communicate any key dates for submission of returns and other key information to you. We'll be asking you to confirm your contacts on a regular basis moving forward – your organisation's Code Administrator can add and edit members details and we strongly encourage you to register a number of people onto the Portal.

THE
ACCOMMODATION
CODE
STUDENT

If you have any questions or requests relating to Code related matters please feel free to get in touch:

Trudy Williams

UUK/Guild HE ACoP National Administrator

E: uukcop@cubo.ac.uk

W: www.cubo.ac.uk/page Accommodationcodeofpractice

