



**NATIONAL
CODE**

assured accommodation

WHAT'S IT ALL ABOUT?

Your University / College has voluntarily signed-up to the ANUK /Unipol National Code as a way of demonstrating their commitment to provide you with a first class housing service. This means that you can expect from them:

- ✓ A building that meets with, or exceeds, required health and safety standards; ✓
- ✓ Effective day-to-day management and completion of any repairs within agreed timescales; ✓
- ✓ Detailed procedures for dealing with any complaints and/or disputes that may arise during your tenancy. ✓

Full details of the requirements of the Code are available from:

www.nationalcode.org

If things go wrong

If you believe that any part of the Code has been breached, inform your accommodation provider in the first instance. Full details of the Codes complaints procedures can be obtained from the following link:

www.nationalcode.org/the-complaints-process