**UUK CODE FOR THE MANAGEMENT OF STUDENT HOUSING**

**AUDITORS SELF ASSESSMENT CHECKLIST (November 25th 2010 Revised Version)**

**Institution Name**

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| **University of Manchester owned halls of residence** |

**Auditors Contact Details**

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**Audit Timescales**

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**Buildings (as defined by the Code) covered by this Audit (List here)**

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**Any changes to buildings list since the previous audit (State deletions, additions, refurbishments)**

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**Buildings inspected by this Audit (List here including name and number of rooms)**

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**Key to Checklist**

* Mandatory elements to the code are shaded.
* Non Mandatory elements are not shaded.
* Questions are for auditors guidance only and further questions may be asked during establishment inspections.

| **No** | **Checklist for UUK Code Compliance** | **Evidence** | **Responsible Person(s)** | **Compliant Y/N** |
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|  | **1 General** |  |  |  |
| 1.3 | H/FEEs should ensure that student representatives are fully involved in review, complaints and other procedures integral to the administration of this code. | * *Students are advised of the code in the Start of Session Safety & Security Talks and at meetings of the Student Forum. The advice includes reference to how to get more information if required.*
* *Verbally communicated to staff.*
* *The logo is at the bottom of the Accommodation Website on each page.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* General Manager, Pastoral Care, Owens Park, Room 1.6 (Brendon Jones - 66102)
 | Yes |
| 1.4 | All H/FEEs must make arrangements to publicise the existence of the code to potential students in addition to advising students of the code during the induction process to residential accommodation. | * *Students are advised of the code in the induction process.*
* *The Code is also displayed at Reception areas with a copy of the Code available on request.*
* *Staff advertise the Code on email signatures.*
* *Verbally communicated to students in Welcome Talks.*
* *The logo is at the bottom of the Accommodation Website on each page.*

***Will be evidenced at visual inspection check.*** | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* General Manager, Pastoral Care, Owens Park, Room 1.6 (Brendon Jones - 66102)
 | Yes |
| 1.6 | H/FEEs should ensure that staff are appropriately trained in order to deliver the standards required by the code including equality and diversity. | * *We have delivered Cultural Awareness training and staff have completed an online training module.*
 |  | Yes |
|  | **2 Health and Safety Standards and Procedures** |  |  |  |
| 2.1 | Student residences and their contents as supplied by an establishment must meet the requirements of all relevant health and safety regulations and codes of practice. Certain special circumstances (e.g. legislation relating to listed buildings) may justify a partial relaxation of these requirements. | * *H & S policy.*
* *Biennial HHSRS (Housing Health and Safety Rating System) review. Annual external Health and Safety audit by Shield Yourself*
* *Louise supports this however ultimate responsibility sits with the Director of Residential Services*
 | * Health and Safety Officer, Rutherford Building, Room 2.052 (Louise Neilson - 57189)
* Director of Residential Services, Owens Park, Room 1.3 (Helen McGlashan - 66119)
 | Yes |
| 2.2 | H/FEEs must make an analysis of the risk of such events as fire, outbreak of disease or major breakdown of services and equipment and develop procedures for dealing with them. The analysis and the procedures should be documented (e.g. in risk registers) and should be readily available for inspection.  | * *Risk Register reviewed at the end of November 2013 and submitted as part of the DSE Risk Register. Reviewed by Helen McGlashan and a copy also held with Tracy Altham.*
 | * Director of Residential Services, Owens Park, Room 1.3 (Helen McGlashan - 66119)
 | Yes |
| 2.3 | Students must be given clear advice and information on what action is to be taken in the event of an emergency e.g. how to access first aid provision, relevant contact details and mechanisms for reporting incidents and raising health and safety issues. | * *This is covered in the Start of Session Safety & Security Talks. Residents are advised on how to access an ambulance and the fact that all University Security Staff are first aid trained. Residents are advised to put the Security Number into their mobile phones.*
* *Campus Welcome Pack.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* General Manager, Pastoral Care, Owens Park, Room 1.6 (Brendon Jones - 66102)
 | Yes |
| 2.4 | It must be a requirement in every tenancy or license agreement for the student to maintain a reasonably safe environment for the H/FEEs employees who may have to enter the premises e.g. ensuring the cables to personal electrical equipment are safe. | * *Terms and Conditions page 3.*
* *Campus Welcome Pack.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **2A Fire Safety** |  |  |  |
| 2.5 | Information and advice must be provided to students at the beginning of their period of occupation on such matters as: |  |  |  |
| 2.51 | Their role in the avoidance of fire risks. | * *Copy of Welcome Packs provided to students by Campus Administration Office.*
* *Copy of Residences Guide page 14 & 21.*
* *Copy of Welcome Talks Presentation.*
* *Copy of E-Induction (89.7 completed).*
* *There is a video shown as part of the Fire Safety/Personal Safety Talk at the start of session talks.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 2.52 | Cooking and the safe use of cooking equipment. | * *Welcome Packs provided to students by Campus Administration Office.*
* *Copy of Residences Guide page 21 and 22.*
* *Welcome Talks.*
* *Copies of electrical equipment user manuals (online).*
* *E-Induction.*
* *Safe cooking video (Browzer)*

***Will be evidenced at visual inspection check.(signage)*** | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* General Manager, Pastoral Care, Owens Park, Room 1.6 (Brendon Jones - 66102)
 | Yes |
| 2.53 | Electrical safety – particularly voltage differences. | * *Welcome Packs provided to students by Campus Administration Office.*
* *Residences Guide page 13 (Voltage Difference information is on the Residences guide with particular details at Campus Administration Offices).*
* *E-Induction.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 2.54 | The dangers of using candles or storing flammable material. | * *Welcome Packs provided to students by Campus Administration Office*
* *Residences Guide page 21 and 22.*
* *E-Induction*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 2.55 | Disciplinary action that may be taken if fire alarms or fire fighting equipment is miss-used. | * *Welcome Packs provided to students by Campus Administration Office*
* *Residences Guide page 21 and 22.*
* *E-Induction*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* General Manager, Pastoral Care, Owens Park, Room 1.6 (Brendon Jones - 66102)
 | Yes |
| 2.6 | Fire safety systems must be maintained in working order and regularly tested in accordance with regulations relating to each particular piece of equipment and each building type. The design and detail of systems in existing buildings will be determined in accordance with a fire safety risk assessment and in consultation with the fire authority or local authority as appropriate. Specifically: | * *New risk assessments are held by Jeff Smith. The greater majority of fire risk assessments are now stored and managed on the web based data management system, GRATIK.* *Every month further premises are uploaded onto the system*
* *Some copies still held in Fiona Days Office.*
 | * University Fire Officer, Beyer Building, 4th floor (Jeff Smith - 52267)
* Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 2.61 | Fire alarm systems must be tested weekly at pre-arranged times (but see paragraph xxi of the Code). | *Fire alarm test logs held locally with Porter Supervisor:** *Fallowfield - Graham Collison 7759421.*
* *City Campus - Andrew Appleton 775937.*
* *Victoria Park - Duncan Brennan (Terry Cauchie) 7759468.*
 | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 2.62 | A record of fire alarm testing and inspection must be maintained. | Checks to BS 5839 are completed by:* Weekly tests via Residential staff
* Quarterly/Annually test by external service provider or MSU technical staff.
 | * ELV Supervisor, Denmark Building, Room 1.13 (Dave Whelan - 50368)
 | Yes |
| 2.63 | At the beginning of their period of occupation students must be provided with information on fire safety and good practice. Advice on action to be taken in case of fire including fire containment procedures should be prominently displayed. | * *Welcome Packs provided to students by Campus Administration Office.*
* *Residences Guide page 13, 21 & 22.*
* *E-Induction.*

***Will be evidenced at visual inspection check.*** | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 2.64 | Any fire extinguishing equipment provided must be properly maintained. | *Monthly - Porter Supervisor holds records locally on each campus:** *Fallowfield - Graham Collison 7759421.*
* *City Campus - Andrew Appleton 775937.*
* *Victoria par - Duncan Brennan (Terry Cauchie) 7759468.*

*Annually - Tested by Firequeen and co-ordinated by Head of Portering, Fallowfield Admin Office (Kevin Hughes - 7759431).* | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 2.7 | In order to ensure safe evacuation of properties in the event of fire, safe access and egress (means of escape) must be maintained - including corridors, landings, stairs and hallways. The means of fire escape - internal and external - must be maintained and be available at all times. The design and detail of systems in existing buildings will be determined in accordance with a fire safety risk assessment and in consultation with the fire authority or local authority as appropriate. Safety systems include: | *Porter Supervisor holds records locally on each campus:** *Fallowfield - Graham Collison 7759421.*
* *City Campus - Andrew Appleton 775937.*
* *Victoria par - Duncan Brennan (Terry Cauchie) 7759468.*
 | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 2.71 | Emergency lighting. | *Monthly - Porter Supervisor holds records locally on each campus:** *Fallowfield - Graham Collison 7759421.*
* *City Campus - Andrew Appleton 775937.*
* *Victoria par - Duncan Brennan (Terry Cauchie) 7759468.*
* *Estates cover some of city campus.*

*Annually - Carried out by Mike Matthews team and records held with Estates.* | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 2.72 | Emergency secondary power supplies such as generators and battery back-up systems. | * *This work falls under the Specialist Contracts team who manages and test generators and back-up battery systems.*
 | * ELV Supervisor, Denmark Building, Room 1.13 (Dave Whelan - 50368)
* Assistant Maintenance Services Manager (Specialist Services), Denmark Road Building, Room 1.12 (Mike Matthews - 52099)
 | Yes |
| 2.73 | Fire door integrity including door closures. | * *This work comes under the Specialist Contracts team who engage a specialist contractor to test and inspect. This would usually be reported as a reactive request and dealt with via the MTC Contractor – Spie Garside and Laycock.*
 | * Assistant Maintenance Services Manager - Specialist Services, Denmark Building, Room 1.12 (Mike Matthews - 52099)
* ELV Supervisor, Denmark Building, Room 1.13 (Dave Whelan - 50368)
 | Yes |
| 2.74 | Automatic door release mechanisms. | * *Evidence is supported via Fire Risk Assessments issued following annual inspection. All work carried out by FARMMS and will be logged on the data base available from Jeff Smith and his team.*
* *A campus wide PPM schedule of fire door checks is being implemented and will be in place in the near future.*
* *All building work undertaken by MTC Contractor, Novus.*
* *All Electrical work undertaken by Electrical DLO.*
* *Reactive complaints carried out via internal requisition system (BM) by MSU external building contractor (Novus)*
 | * University Fire Officer, Beyer Building, 4th floor (Jeff Smith - 52267)
* Assistant Maintenance Services Manager, The Limes, 1st floor (John Giblin - 57801)
 | Yes |
| 2.75 | Emergency escape ironmongery such as push bars must be regularly tested in accordance with the appropriate British Standard. | * *Monthly inspections carried out and records held by porter supervisor. Repair works put on Building Maintenance system.*
* *The work to check the fire doors is part of the Fire Risk Assessment works which is currently being carried out by FARMMS, this work is then presented to various people to action and any works completed are signed and dated. There is a New Data base in use and all information of works carried is available by Jeff Smith and his team on the new data base. All building work undertaken by MTC Contractor, Spie Garside and Laycock.*
* *Fire Risk Assessments audit any test schedule that is carried out and may test any emergency escape such as push bars if appropriate.*
 | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
* University Fire Officer, Beyer Building, 4th floor (Jeff Smith - 52267)
 | Yes |
| 2.8 | Fire evacuation practices must be conducted at the beginning of each academic year in accordance with arrangements for particular buildings and fire detection systems and the local fire authority. A record must be maintained. | * *Fire Evacuations are held in the first two weeks of residence. Wardens have to complete an on line record of the evacuation and any issues that arise.*
* *Brendon Jones maintains a list to ensure all evacuations are completed and any issues are addressed.*
 | * General Manager, Pastoral Care, Owens Park, Room 1.6 (Brendon Jones - 66102)
 |  Yes |
| 2.9 | Once a student with a disability (including those with a temporary disability) is identified the H/FEE must undertake an assessment and put in place any specific arrangements (e.g. personal evacuation plans) in case of fire or other emergency. | * *Students with disabilities are identified via the accommodation office or disability support office. Once identified a list of students in residence is passed to Brendon Jones. Brendon will make initial contact with the student to ask whether they require any assistance in leaving the building, raising the alarm or hearing the alarm in the event of an emergency. Depending upon their response a PEEP may be put in place or other equipment may be provided.*
* *Procedures and forms are on website and Brendon Jones holds records.*
* *Louise supports this however ultimate responsibility sits with the General Manager for Pastoral Care*
 | * General Manager, Pastoral Care, Owens Park, Room 1.6 (Brendon Jones - 66102)
 | Yes |
|  | **2B Electrical and Gas Supplies** |  |  |  |
| 2.10. | Except in the case of emergencies or essential maintenance, electricity and gas supplies and lighting mustbe maintained without interruption. Gas and electrical installations mustbe properly maintained and tested in accordance with statutory gas and electrical safety requirements and British Standards.  | *Under the Gas regulations, The Landlords Gas Safety certification is issued annually and all gas appliances are inspected. Under the Electrical regulations, all electrical infra-structure is inspected every five years unless it is classed as a “licensed premises” which is then tested every year.**Current Residential Licensed Premises:** *Oak House*
* *Owens park*
* *~~Richmond Park~~*
* *Grove House*
* *Woolton Hall*

*The annual inspection of Richmond Park amenity block /Bar has been discontinued as the bar has been taken out of service. It will now be tested with the rest of the site on a 5 year basis.** *The gas service and landlords certificates are kept by Lynton Prescott.*
* *The electrical testing programme is managed by Dave Egan. The records are held on the estates P drive*
 | * Assistant Mechanical Engineer, Beyer Building, Room 3.008 (Lynton Prescott – 55554)
* Electrical Inspection Contracts Manager, Denmark Road, Room G.3 (Dave Egan – 52100)
 | Yes |
| 2.11 | Where students need to operate controls for gas fired central heating, hot water systems, and/or fixed electrical room heaters or appliances, simple and precise instructions for their safety and efficient use must be available. | * *Fiona Day is working on producing heater instructions to be placed in bedrooms/flats. There may not be manufacture instructions for some appliances as some are very old however, where they exist, they will be put online.*
* *All other appliances i.e. cooker, microwave, etc are currently online with location details to students in Welcome Packs.*
 | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **Gas Installations** |  |  |  |
| 2.12 | All gas supplies, distribution pipe work and gas fired appliances must comply with the relevant gas safety regulations. | * *All gas pipework above ground that feeds the gas appliances are visually checked and inspected. Separate documentation exists to support such. New gas pipe work infrastructure was installed across the residences during summer in 2013, the landlords gas certificates are held in a central filing system.*
* *The University’s gas policy is under review at the moment. On completion this will generate further documentation of any testing done on the gas supplies. All work will be scrutinised by a KPI system to ensure its effectiveness. (5yr tests, drop tests etc).*
 | * Maintenance Services Manager, Denmark Road (Duncan Turner – 52254)
* Assistant Mechanical Engineer, Beyer Building, Room 3.008 (Lynton Prescott – 55554)
 | Yes |
| 2.13 | All gas appliances must have an annual gas safety check undertaken by a Gas Safe registered gas installer. A copy of the safety certificate must be available in accordance with the regulations. | * *All gas appliances are serviced / safety checked and tested annually by a competent, qualified External company. All supporting documentation to establish competence is checked and held with Lynton Prescott. Gas services are carried out by our gas service contractor Jolly’s, who is the gas safe compliant contractor.*
 | * Assistant Mechanical Engineer, Beyer Building, Room 3.005 (Lynton Prescott – 55554)
 | Yes |
|  | **Electrical Installations** |  |  |  |
| 2.14 | All new electrical installations including fixed equipment must be installed and all existing installations maintained in accordance with the most recent version of the Institute of Electrical Engineers (IEE) Regulations. | * *New installation works are normally carried out under project works managed by Design Services. Paul Williams manages all Owner Manuals (including test certificates) are issued on completion. Minor works are carried out by MSU all our Electricians are qualified to the 17th edition of the I.E.E Regulations. Please note projects will have the O/M manuals with certificates kept by DSU*
 | * Assistant Maintenance Services Manager, The Limes, 1st floor (John Giblin - 57801)
* Design Services Unit Manager, Beyer Building, Room 4.003 (Paul Williams – 52714)
 | Yes |
| 2.15 | All building electrical installations must be inspected and tested in accordance with statutory requirements, and the results recorded in an appropriate register. | * *5 year electrical inspection.*
 | * Electrical Inspection Contracts Manager, Denmark Road, Room G.3 (Dave Egan – 52100)
 | Yes |
|  | **Lighting** |  |  |  |
| 2.16 | Lighting must be provided in accordance with the Chartered Institution of Building Services Engineers (CIBSE) recommendations. In study bedrooms the recommended level of illumination may be achieved by the use of local task lighting. | * *We are in the process of moving towards LED lighting which will improve the energy efficiency for communal areas, this is not being carried out in study bedrooms however there may be plans in the future (2 years minimum).*
* *Most halls are now lit with LED lighting across the common areas, hallways, kitchens and bathrooms. (Bedroom lighting not being done yet).*

***We do not comply with this point.*** | * Environmental Officer for Residences, Catering, Conferencing & Sport - Fallowfield Campus, Directorate Office (Alexander Clark – 66112)
 | No - Lux level guidelines from CIBSE also unclear |
|  | **Portable Appliance Testing (PAT)**  |  |  |  |
| 2.17 | All portable appliances supplied by an H/FEE, or used in the premises by H/FEE staff, must be inspected and maintained in accordance with an establishments PAT policy. Where arrangements exist for the testing of students’ personal electrical equipment these should be set down in the PAT policy. The H/FEE must make students aware of the PAT policy, and any procedure for having students personal electrical equipment tested. | *Records for appliances supplied by UoM that are tested are held locally with Domestic Coordinators for each campus.** *Fallowfield Campus - Mick Rooney 69802.*
* *Victoria Park and City Campus – Alan Ashcroft 54951.*

*There are no arrangements for students to have their personal equipment tested.****Will be evidenced at visual inspection check.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 2.18 | There must be a procedure for dealing with any potentially dangerous personal electrical equipment. This might include labelling as unsafe, an instruction to remove, or in extreme cases (subject to the terms of the licence or tenancy), for example if there is a risk of fire or electrocution removal to safe keeping or disabling. The students must be made aware of the procedure and the action implemented. | * *Student is notified by email and letter, a copy can be obtained from Kinetics.*
* *Residences procedure - Fiona confirms this is still valid but ‘STARS’ to be removed.*
 | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **Water Supplies** |  |  |  |
| 2.19 | All premises must be provided with hot and cold water to appropriately marked taps. Any cold water supply that is not drinkable should be clearly identified.  | * *Feed-water Consultants have undertaken water risk assessments and will identify where this is not the case.*
* *Lynton Prescott holds paper copies of the risk assessments undertaken by Feed-water (0161 275 8393).*
* *Generally notices are not used as indicators: 1. All water is supplied either directly from the main supply (kitchens/catering etc) 2. Water from a tanked supply is potable from a compliant tank supply. Generally we do not label every tap unless there is a specific request to do this.*
 | * Assistant Mechanical Engineer, Beyer Building, Room 3.008 (Lynton Prescott – 55554)
 | Yes |
|  | **Waste Water** |  |  |  |
| 2.20 | All waste water must be removed via an appropriate trapped connection to the sewerage system | * *All waste water is removed via appropriate connection to sewerage system. Feed-water Consultants have undertaken Water risk assessments and will identify if this is not the case.*
* *Lynton Prescott holds paper copies of the risk assessments undertaken by Feed- water (0161 275 8393).*
 | * Assistant Mechanical Engineer, Beyer Building, Room 3.008 (Lynton Prescott – 55554)
 | Yes |
|  | **Water Hygiene** |  |  |  |
| 2.21 | Hot and cold water services must be installed, monitored and maintained in accordance with the HSE and statutory public health requirements including Legionella testing. | * *All records held with Lynton Prescott.*
 | * Assistant Mechanical Engineer, Beyer Building, Room 3.008 (Lynton Prescott – 55554)
* Assistant Maintenance Services Manager, The Limes, 1st floor (John Giblin - 57801)
* Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **2C Security** |  |  |  |
|  | **Building and Room Security** |  |  |  |
| 2.22 | H/FEE managed accommodation must be securable against intrusion. All registered buildings must be subject to local security risk assessments, with particular attention being paid to access control, surveillance of site perimeter and securing ground and basement windows. | * *Security Risk Assessments.*

***Will be evidenced at visual inspection.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 2.23 | All main entrances and individual bedroom doors must be lockable, the main entrance door being accessible by all student tenants of the building and bedroom doors accessible only by the student occupant. | * *Security Risk Assessments.*
* *New locks have been fitted to all external doors at Whitworth Park where there were previously no building door locks.*

***Will be evidenced at visual inspection.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 2.24 | All basement, ground and first floor windows must be securable by the student in order to deter theft and intrusion in student bedrooms. | * *Security Risk Assessments.*

***Will be evidenced at visual inspection.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **Staff** |  |  |  |
| 2.25 | All members of staff (including contractors) must be readily identifiable whilst on the premises. There must be a record kept of staff accessing bedrooms in the absence of the student. | *Room entry record sheet used when resident not present – see local admin desks.** *Key log records held in receptions where keys issued from or in Morse Watchman records (see Paul Uncles/Paul Burns).*
* *Vetting undertaken by estates - only nominated contractors used (see John Giblin).*
* *Protocol for Entry to Student Rooms.*

***Will be evidenced at visual inspection check.*** | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
* Assistant Maintenance Services Manager, The Limes, 1st floor (John Giblin - 57801)
 | Yes |
| 2.26 | Staff must be subject to vetting/checks in accordance to the institutions policy formulated under the relevant legislation. Such policy to include reference to contractors. | * *All Contractors that are employed as MTC Contractors and Specialist Contractors are awarded the contracts through standard University process of tendering. When a contractor / sub-contractor is employed who falls out of the MTC or Specialist Contractors they are recommended via Design Group Services / Maintenance Services Unit. All agency staff currently employed within Estates who are vetted initially by Duncan Turner.*
* *All contracts tendered either via OJEU or competitively – with standards vetted for competency/financial status/safety/sustainability*
 | * Procurement Officer, John Owens Building, Room MLG 008 (Diane Whitfield – 54035)
* Maintenance Services Manager, Denmark Building (Duncan Turner – 52254)
* Assistant Maintenance Services Manager, The Limes, 1st floor (John Giblin – 57801)
 | Yes |
| 2.27 | The procedures regarding the issuing of keys/access cards (including the replacement of lost keys) must be clear and transparent and arrangements for access in the event of lost keys etc must be set out in the students welcome pack or equivalent. | * *Residences Guide page 10.*
* *E-induction.*
* *Welcome Packs.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **Emergency Contacts/Procedures** |  |  |  |
| 2.28 | Establishments must advise students of the procedure to follow in the event of an emergency e.g. bomb alert, summoning an ambulance, reporting a crime or suspicious behaviour. | * *Residences Guide page 6.*
* *E-induction.*
* *Welcome Packs.*
* *Security Talks.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* General Manager, Pastoral Care, Owens Park, Room 1.6 (Brendon Jones - 66102)
 | Yes |
|  | **CCTV** |  |  |  |
| 2.29 | Wherever student residences are monitored by CCTV this must be advised in the foyer or on the external entrance to the building. Installation and operation must be in accordance with the relevant regulations.  | * *External CCTV – Gary Rowe.*
* *Internal CCTV – Fiona Day.*

***Will be evidenced at visual inspection check.*** | * Security Manager, Precinct Centre (Gary Rowe – 52304)
* Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **2D Kitchen Facilities, Food Storage, Washing Facilities, Furnishing, Cleaning Routines and other matters** |  |  |  |
|  | **Kitchen Facilities and Cooking Equipment** |  |  |  |
| 2.30. | Where provided all kitchen facilities must be maintained in good order and repair with all equipment supplied in good working order. Facilities for the preparation, cooking and storage of food must be appropriate to the number of students using the facilities in accordance with local authority published standards. Users instructions must be available. | * *User instructions are provided online and students are informed of their location in Welcome Packs.*

***Will be evidenced at visual inspection check.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **Food Storage** |  |  |  |
| 2.31 | Cold storage provision must be made available within self-catering properties  | ***Will be evidenced at visual inspection check.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **Bathroom, Toilet and Shower Areas** |  |  |  |
| 2.32 | These areas must be provided with adequate ventilation and slip-resistant flooring. All sanitary ware must be in good working order and free from cracks and breaks. All toilets must be provided with fitted toilet seat. Shower curtains or screens should be provided as appropriate. | ***Will be evidenced at visual inspection check.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **Furnishing Quality** |  |  |  |
| 2.33 | Décor and furnishings should be provided and maintained in reasonable condition. All furnishings provided must conform to the relevant regulations. | ***Will be evidenced at visual inspection check.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 2.34 | All bedrooms must be fitted as a minimum with bed, mattress, worktop or study desk, chair, curtains/blind, drawers/shelving, wardrobe and waste receptacle. | ***Will be evidenced at visual inspection check.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **Post and Mail** |  |  |  |
| 2.35 | The H/FEE must put in place suitable arrangements for the receipt and distribution of student mail. The arrangements should be set out in the students welcome park or similar induction material. Distribution and collection details should be made available. Students should be advised of any arrangements for forwarding or redirecting mail after the end of the tenancy/license period. | * *Campus Welcome Packs.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **3 Repair and Maintenance Management** |  |  |  |
|  | **Approved Contractors** |  |  |  |
| 3.1 | Where an H/FEE is directly responsible for repairs and maintenance these must be carried out by appropriately identified H/FEE employed staff or external approved contractors. | * *All works are currently processed through the BM system. The Estates Residences Area Supervisors process the work and hand it to the relevant operative suitable to undertake the works. The Supervisors are responsible in ensuring that the operative (s) has adequate skills and knowledge to undertake the works safely and competently. This also applies to external and agency operatives. The supervisor also has responsibility to check the quality and standard of works being undertaken.*
 | * Assistant Maintenance Services Manager, The Limes, 1st floor (John Giblin - 57801)
 | Yes |
|  | **Fault/Defect Notification and Rectification** |  |  |  |
| 3.2 | The H/FEE must provide students with information on how to report a defect or fault, including out of office hours procedure and expected response times from the service. | * *Residences Guide pages 10, 11 & 12.*
* *Campus Welcome Packs.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 3.3 | The information should set down response times in the published categories - the usual terminology will be: emergency, urgent and non urgent. If response times are different for different locations this should be made clear. Students should be kept informed or progress in rectifying any reported defect and in particular any delay in meeting defined response times e.g. if an initial visit is diagnostic or if batching of works occurs. | * *Rob Derbyshire 2011 answer - The current BM reporting system does not allow the passage of information back to the requestor. The new EAM (Enterprise Asset Management) system allows this to happen. Rob Derbyshire has been given forecast dates of the new system going live as 14th Feb 2011. This will allow the processor to inform the requestor of job complete or job on hold or job passed to others. It will also track the timeframe of undertaking and completing the works to test the service level given by Estates via the SLA*
* *John Giblin 2012 answer - Rob was correct that Oracle can E-mail the requestor on completion however it is a bit more complicated than that, so the answer is ‘No’ we currently do not have the automatic update on our systems that can easily be integrated, and each system is still required for different user reasons. However, we have agreed a one Point of truth for monitoring which is now on the Oracle. All work orders MSU receive are issued by Oracle and we have agreed to have monthly meetings to discuss any outstanding works. We have previously held various meetings for updates but I believe the new arrangement will help tidy up the whole process.*
* *Reactive response time is within the Service Level Agreement*
* *Maintenance monitoring process alerts to work >28 days old.*
 | * Assistant Maintenance Services Manager, The Limes, 1st floor (John Giblin - 57801)
 | Yes |
| 3.4 | Where repairs or maintenance work is necessary due to damage caused by residents or their guests, the residents should be notified of the total cost and charges for the repair as soon as practicably possible. | * *Letter to relevant students can be viewed on Kinetics.*
* *Residences Guide page 10, 11 & 12.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **Planned Maintenance** |  |  |  |
| 3.6 | All maintenance works should be undertaken so as to minimise inconvenience to residents. This will not always be possible with unplanned (reactive) maintenance. For planned maintenance 7 days notice should normally be given to residents; endeavours should be made to avoid sensitive periods such as examinations. For urgent work the minimum notice should be 24 hours unless an emergency requires immediate action. | * *It is understood that once a BM work request has been requested, Estates will proceed to carry out that work as soon as reasonably practical dependant on the importance / priority of such. However, for all planned works, communication and agreed is made via Estates supervisory staff and Residences management. This usually is undertaken allowing a 7 day period in which to inform the students. For urgent works, the minimum time given to inform the students can range dependant on the emergency that is faced. It is always the intention of Estates to allow 24 hours’ notice where possible.*
* *Copy of letter to relevant students on Kinetics.*
* *Maintenance Services Guide handed out on arrival.*
 | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 3.7 | Grounds should be cleared of rubbish and litter on a regular basis and kept tidy. Students should be encouraged to avoid causing, or adding litter. Particular care should be taken to provide adequate and appropriately located cigarette disposal bins. | ***Will be evidenced at visual inspection check.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **Snow and Ice Clearance Policies** |  |  |  |
| 3.8 | Policies on snow and ice clearance should specify expected clearance times and should be displayed in a communal area and/or on the appropriate website where residences are part of a campus environment. Residences in urban areas should display advice regarding the Local Authorities responsibilities. | * *Residences Guide page 12.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **4 Environmental Quality** |  |  |  |
|  | **Energy efficiency** |  |  |  |
| 4.1 | Adequate heating, lighting, hot water and ventilation must be provided, as appropriate, for each bedroom, social space, kitchen, circulation space (e.g. corridors, stair cases, entrance lobbies) and shower/bath room.  | ***Will be evidenced at visual inspection check.*** | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
|  | **Energy Efficiency** |  |  |  |
| 4.2 | H/FEEs must be able to demonstrate how they encourage residents and staff to be environmentally responsible in their consumption of energy and water.  | * *Residences Guide page 15 & 16.*
* *Through the Thinks Sustainability Campaign in halls and Thinks Sustainability Guide given to every student at the start of the year.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* Environmental Officer for Residences, Catering, Conferencing & Sport - Fallowfield Campus, Directorate Office (Alexander Clark – 66112)
 | Yes |
|  | **Refuse Collection** |  |  |  |
| 4.3 | Provision must be made for the collection of all domestic refuse generated from residences. Details should be communicated to students and notices on collection arrangements should be placed in appropriate common areas. | * *Campus Welcome Packs.*
* *Residences Guide page 15 & 16.*
* *Waste removal rota in kitchens.*

***Will be evidenced at visual inspection*** | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* Environmental Officer for Residences, Catering, Conferencing & Sport - Fallowfield Campus, Directorate Office (Alexander Clark – 66112)
 | Yes |
|  | **Pest Control** |  |  |  |
| 4.4 | Arrangements for reporting infestations should be made clear together with the anticipated response times. | * *The pest control company will carry out an annual routine visit to inspect trap, etc. Students report on BM as per Residences Guide – the company will come out within 24 hours from when the problem is logged.*
 | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
* Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **Recycling** |  |  |  |
| 4.5 | Where local authority or private recycling/reuse schemes exist, and where it is viable to do so, the H/FEE should encourage residents to take advantage of this provision. Details of recycling arrangements including the location of recycling stations should be communicated to students and contained in the H/FEEs environmental policy. | * *Campus Welcome Pack.*
* *Residences Guide page 15.*
* *Recycling bags are put in every student bedroom for every student as well as kitchen recycling bags.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* Environmental Officer for Residences, Catering, Conferencing & Sport - Fallowfield Campus, Directorate Office (Alexander Clark – 66112)
 | Yes |
|  | **Transport and Travel** |  |  |  |
| 4.6 | Residents must be advised of any car parking arrangements. The information provided must also refer to the availability of bicycle and motor cycle parking.  | * *Campus Welcome Pack.*
* *Residences Guide page 7 & 8.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 4.7 | Residents should be provided with details of access to public transport and any designated safe walking routes. | * *Students are advised of problem areas to avoid and routes that are more lit than others. This is verbally communicated in the Security Talks at the beginning of the year.*
* *Public Transport is advised at the Welcome Week by a bus company where monthly, termly or annually tickets may be purchased.*
 | * General Manager, Pastoral Care, Owens Park, Room 1.6 (Brendon Jones - 66102)
 | Yes |
|  | **5 Landlord and Tenant Relationship** |  |  |  |
| 5.1 | H/FEEs must have a clear and coherent statement in place outlining the relationship between the H/FEE, as landlord and the student, as tenant or licensee. | * *The relationship between landlord and tenant is laid-out throughout the Terms & Conditions.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.2 | A written contract must exist between the H/FEE and the student for the provision of residential accommodation prior to the commencement of the tenancy. This must be provided by the H/FEE and include reference to any contractual terms and responsibilities of both the H/FEE and the student. The H/FEE must provide the student with a copy of this residential contract. | * *The student is sent an offer of accommodation accompanied with our Terms and Conditions. When the student accepts the offer they agree with our Terms and Conditions.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.3 | The terms of any contractual relationship and information on the respective roles and responsibilities of the H/FEE and the student must be made available to all prospective residents in advance of students entering into a contractual relationship for residential accommodation. | * *The role and responsibility of UoM and that of the student is outlined throughout the Terms and Conditions.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.4 | Establishments should return deposits held within 28 days of the end of the tenancy. | * *Students are required to pay a £400 pre-payment at the time of accepting their accommodation offer. This will then be deducted from the final instalment. This is usually in April and within 28 days of the end of the tenancy.*
* *Terms & Conditions Page 3.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.5 | The H/FEE must make available the following information: |  |  |  |
| 5.51 | Students must be advised of any cleaning schedules. These must include which areas are cleaned, the frequency of cleaning, and any student responsibility for cleaning of facilities in accordance with a service level statement if applicable. All rooms must be prepared for the start of occupancy in a clean and habitable way. | * *Campus Welcome Pack.*
* *Residences Guide page 22.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.52 | Laundry facilities where provided, must be maintained in good working condition. Instructions, including fault reporting and emergency procedures, must be made available. | * *Campus Welcome Pack.*
* *Residences Guide page 10.*

***Will be evidenced at visual inspection check.*** | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
 | Yes |
| 5.53 | The relevant procedures for application and allocation of residential accommodation including any application eligibility criteria. | *Information for the following is advertised on the Accommodation Website:** *How to make an application.*
* *How applications will be processed.*
* *How an offer will be received.*
* *How to confirm acceptance.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.54 | The total number of rooms available by type (i.e. single, en-suite and self-catering). | * *The number and type of rooms available at time of booking is not advertised to students however it is available on the University database (Kinetics).*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | N/A |
| 5.55 | The fees and charges for each type of available accommodation. | *This is advertised on Accommodation Website:** *Finance and Legal.*
* *Types of Accommodation.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.56 | The length of the contract period for each room type. | *This is advertised on Accommodation Website:** *Types of Accommodation.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.57 | Availability, if any, of car parking facilities and/or cycle storage. | * *Campus Welcome Pack.*
* *Residences Guide page 7 & 8.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.58 | Payment schedules and options for payment, including any additional costs that may be incurred by a resident (e.g. late payment charges, debt pursuance charges, debt arrears penalties) and any discounts that may be available and the terms under which these are offered. | *This is advertised on Accommodation Website:** *Finance & Legal.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.59 | Damage deposits/caution fees: how any scheme operated by the H/FEE is administered and specifically: how much is to be paid, what the money is to be used for, and when/how balances are to be returned. | * *UoM do not take damage deposits.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | N/A |
| 5.510 | The terms under which a student or H/FEE is able to terminate or cancel a residential contract.  | * *Terms & Conditions page 2.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.511 | The procedure for lodging a complaint about the residential accommodation or management of the property, or ancillary services provided by an H/FEE. | * *A link to the complaints procedure is on the home page of the Accommodation website.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.512 | Information concerning management's right of access to study bedrooms. | * *Utilise bulletins and KX for planned/scheduled maintenance notifications plus local signage. Room entry record sheet used when resident not present – see local admin desks.*
* *Residences Guide page 7.*
* *Terms & Conditions page 5.*
* *Protocol for entry to student’s room.*
 | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
* Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.513 | Service level statements (SLS's) or equivalent: should set out schedules and response times for any services which are required in each establishment. | * *SLA’s for domestic is not advertised to student.* *Copies of Service level timings available from Fiona Day*
* *SLA for maintenance is in our Residences Guide page 11 & 12.*
 | * Head of Facilities Management, Owens Park, Room 1.5 (Fiona Day – 66104)
* Assistant Maintenance Services Manager, The Limes, 1st floor (John Giblin - 57801)
 | Yes |
| 5.514 | The procedure for reporting a defect or requesting maintenance: including who to contact. | * *Residences Guide pages 10, 11 & 12.*
* *Campus Welcome Packs.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 5.6 | Arrangements for access in the event of lost keys etc must be set out in the students welcome pack or equivalent. | * *Campus Welcome Pack.*
* *Residences Guide page 10.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **Induction Briefing** |  |  |  |
| 5.7 | H/FEEs must hold an induction briefing, and/or provide relevant information to students by way of literature or other e-induction processes at the beginning of occupation. This must advise students that their accommodation is covered by this code. It should also include specific advice on issues such as health, safety (e.g. fire evacuation procedures), welfare matters conduct and behaviour and guidance on communal living. | *Students are advised that their accommodation is covered by this Code in Welcome Talks which is also included in the e-inductions. Students who fail to complete the e-induction will be sent letters inviting them to attend the Welcome Talks. Both induction briefings also include:* * *H&S.*
* *Fire Evacuation Procedures.*
* *Welfare Matters.*
* *Conduct and Behaviour.*
* *Communal Living.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
* General Manager, Pastoral Care, Owens Park, Room 1.6 (Brendon Jones - 66102)
 | Yes |
|  | **Management Contact Details** |  |  |  |
| 5.8 |  At the commencement of occupancy H/FEEs must provide students with relevant contact details of duty officers/wardens/ security staff, student representatives etc and also, as appropriate, any central accommodation office, maintenance office or halls office.  | * *Campus Welcome Packs.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **Insurance Liabilities** |  |  |  |
| 5.9 | H/FEEs must provide a statement outlining the extent of their own insurance liabilities in respect of a student’s belongings and personal items. | * *Terms and Conditions page 7 & 8.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **6 Health and Wellbeing** |  |  |  |
| 6.1 | H/FEEs must provide information to students in respect of its provision of welfare support, financial advice and counselling services, particularly to the provision of accommodation. The information must also include reference to services provided by the students union.  | * *Information is given to students in respect of its provision of Welfare Support, Financial Advice and Counselling Services. Services provided by the Students Union are also provided.*
* *Crucial Guide (online).*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 6.2 | H/FEEs must ensure that residents have information on and access to out of hours’ emergency support including contact details and procedures to follow. | * *Campus Welcome Pack.*
* *Residences Guide page 3.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 6.3 | H/FEEs must encourage registration with the local health service or a local GP or, where these exist, with their own medical services. | * *Residences Guide page 6.*
* *University administration offices also provide further information in Welcome Packs.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **7 Anti-Social Behaviour and Disciplinary Procedures** |  |  |  |
| 7.1 | The H/FEE must demonstrate procedures to minimise and, deal with, any anti-social behaviour by tenants or their visitors. | *Anti -social behaviour is largely dealt with by warden and pastoral team.** *Campus Welcome Pack.*
* *Residences Guide page 20 - 22.*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
|  | **Conduct and Behaviour** |  |  |  |
| 7.2 | The H/FEE should encourage residents to act in a fit and proper manner at all times, treat both the property and neighbours - fellow students, staff and members of the local community - with due respect, regard and consideration. | * *Residences Guide page 20 - 22.*
* *Campus Welcome Pack*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |
| 7.3 | The H/FEE must make residents aware of the H/FEEs code of behaviour and disciplinary procedures, and how it deals with any inappropriate conduct of behaviour. | * *Residences Guide page 20 - 22*
 | * Accommodation Office Manager, Student Service Centre, Room G.008 (Paul Burns - 52883)
 | Yes |