

## UUK Code of practice

For your reassurance, the UUK Code of Practice sets out all the main elements of good management practice for student housing. Based on this Code, we've established the standards and undertakings for our management practices and the relationship between you and Birmingham if you choose to live in University-owned accommodation.

The Code should help you to understand both the standards and procedures for applying to accommodation and the obligations you will be expected to adhere to as a resident.

The Code is tailored specifically for each accommodation location and these are set out in detail on the individual accommodation pages. The detailed documents on these pages demonstrate how, if you become a student at the University, you can expect to be able to identify and receive help to remedy any shortcomings in the management of your accommodation. Where an audit and/or complaint indicates a persistent management failure the University may be deemed to be no longer compliant with the UUK Code of Practice and will be held to account for this.

The Code outlines best practice and provides benchmarks for the management and quality of student housing in the Higher Education sector. A full version of the **Code of Practice is available on the Student Accommodation site (<http://www.thesac.org.uk/>)**.

The Code is concerned with the main principles and essential requirements for well-managed student accommodation and the key elements covered by the Code include:

- health and safety standards and procedures
- fire safety
- electricity and gas supplies
- water supply and services
- security
- kitchen facilities and related items
- maintenance and repair regimes
- environmental quality
- landlord and tenant relationship
- student support
- antisocial behaviour and disciplinary procedures
- administration of and compliance with the Code

### Important information

If you have been accepted onto a course at the University and have had your accommodation confirmed, it is important that you read and make yourself familiar with the Code of Practice for your accommodation before you move in. The Code of Practice documentation is available on each accommodation page and below.

#### Selly Oak Village

- **[Jarratt Hall \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBJarrattCodeofPractice14-15.pdf](#))

#### Vale Village

- **[Aitken \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBAitkencodeofpractice2014\(PDF-1MB\).pdf](#))
- **[Elgar Court \(PDF-1.2MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBElgarCourtcodeofpractice2014\(PDF-1MB\).pdf](#))
- **[Maple Bank \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBMapleBankCodeOfPractice2014.pdf](#))
- **[Mason \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBMasonCodeOfPractice2014.pdf](#))
- **[Shackleton \(PDF-1.2MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBShackletonCodeOfPractice2014.pdf](#))
- **[Tennis Court Flats1 to 138 \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBTennisCourtFlats1to138codeofpractice2014\(PDF-1MB\).pdf](#))
- **[Tennis Court Flats 139 to 156 \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBTennisCourtFlats139to156codeofpractice2014\(PDF-1MB\).pdf](#))

#### Pritchatts Park

- **[Ashcroft \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBAshcroftCodeOfPractice2014.pdf](#))
- **[Oakley Court \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBOakleyCourtCodeOfPractice2014.pdf](#))
- **[Pritchatts House \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBPritchattsHouseCodeOfPractice2014.pdf](#))
- **[3, 7, 9, 11 Pritchatts Road \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBPritchattsRoadHousesCodeOfPractice2014.pdf](#))
- **[The Spinney \(PDF-1MB\)](#)** ([/Documents/students/accommodation/code-of-practice/UoBTheSpinneycodeofpractice2014\(PDF-1MB\).pdf](#))

#### University owned and managed accommodation

- **[221 Harborne Lane Selly Oak \(PDF - 50KB\)](#)** ([/Documents/students/accommodation/code-of-practice/221%20Harborne%20Lane%200914.pdf](#))
- **[247 Heeley Road Selly Oak \(PDF - 50KB\)](#)** ([/Documents/students/accommodation/code-of-practice/247%20Heeley%20Road%200914.pdf](#))
- **[3 North Road Selly Oak \(PDF - 50KB\)](#)** ([/Documents/students/accommodation/code-of-practice/3%20North%20Road%201415.pdf](#))
- **[27 North Road Selly Oak \(PDF - 50KB\)](#)** ([/Documents/students/accommodation/code-of-practice/27%20North%20Road%200914.pdf](#))
- **[19 North Road Selly Oak \(PDF - 50KB\)](#)** ([/Documents/students/accommodation/code-of-practice/19%20North%20Rd%200914.pdf](#))
- **[63 North Road Selly Oak \(PDF - 50KB\)](#)** ([/Documents/students/accommodation/code-of-practice/63%20North%20Road%200914.pdf](#))
- **[73 North Road Selly Oak \(PDF - 50KB\)](#)** ([/Documents/students/accommodation/code-of-practice/73%20North%20Road0914.pdf](#))

- [31 Hubert Road \(PDF - 50KB\) \(/Documents/students/accommodation/code-of-practice/31%20Hubert%20Road%200914.pdf\)](#)
- [33 Hubert Road \(PDF - 50KB\) \(/Documents/students/accommodation/code-of-practice/33%20Hubert%20Road%200914.pdf\)](#)
- [37 Oak Tree Lane Selly Oak \(PDF - 50KB\) \(/Documents/students/accommodation/code-of-practice/37%20Oak%20Tree%20Lane%200914.pdf\)](#)
- [4 Umberslade Road Selly Oak \(PDF - 50KB\) \(/Documents/students/accommodation/code-of-practice/4%20Umberslade%20Road0914.pdf\)](#)
- [6 Umberslade Road Selly Oak \(PDF - 50KB\) \(/Documents/students/accommodation/code-of-practice/6%20Umberslade%20Road0914.pdf\)](#)
- [121 Westminster Road Selly Oak \(PDF - 50KB\) \(/Documents/students/accommodation/code-of-practice/121%20Westminster%20Road0914.pdf\)](#)

## Accommodation complaint forms

If you're not satisfied with any aspect of your University accommodation, you can tell us about your concerns by using:

- Our [online accommodation feedback form \(/forms/has/Accommodation-feedback.aspx\)](#).
- A printable version of the [accommodation complaint form \(PDF - 20KB\) \(/Documents/students/accommodation/complaints/Accommodationcomplaintform.pdf\)](#), along with some [guidance notes \(PDF - 66KB\) \(/Documents/students/accommodation/complaints/Accommodationcomplaintsguide.pdf\)](#).



[\\_\(/undergraduate/accommodation/Apply-for-accommodation/apply.aspx\)](#)  
[\\_\(/postgraduate/accommodation/Apply-for-accommodation/apply.aspx\)](#)

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