

## Documentation Control Policy

### Purpose

**Framework for removing a Landlord or an Individual Property from the SAS Managed Housing Scheme**

### Scope

The framework outlines;

* the factors that could lead to a landlord or property being removed from the managed housing list
* the processes that will be followed by nominated member of staff to measure compliance and implement removal, if deemed appropriate
* the appeals process

### Procedure

Factors that may lead to the possible removal of a property or landlord from the SAS Managed Housing Scheme

The following factors will invoke an investigation by the Manager of SAS (or nominee) which may lead to the possible removal of a property or landlord from the managed housing scheme;

* The house no longer meets current legislation or ‘industry best practice’ requirements
* The general maintenance has not been completed by agreed timescales, on a regular basis
* Summer maintenance and agreed works have not been completed by the agreed deadline.
* Rude/aggressive/inappropriate behaviour towards a member of SAS staff or a student within a property has occurred
* A house was accessed during occupation without providing notice to SAS
* Terms of the agreed service level agreement were not upheld
* Monies owed to SAS were not paid within a 28 day period from invoicing
* Alterations to the house requires a re-assessment of the property
* SAS’s required mix of housing for the forthcoming year precludes use of the house

Investigation and Assessment Process

The investigation will be carried out by the Manager of SAS (or nominee). The member of staff will collect evidence of non-compliance with agreed terms or that one or more of the above criteria have been met. Objectivity will be upheld. The decision of removal from the Scheme will be on the balance of probability. If a decision is reached that a property or landlord will be removed from the scheme, either 28 days notice or notice of termination at the end of the current agreement period will be provided, depending on the severity of matter/concern. SAS and the University will not recognise any financial liability after the notice period. Notice will be in writing, clearly highlighting the rationale behind the decision. The landlord will have 14 days to appeal the decision.

Appeals Process

The appeal must be made in writing to the Head of Residential Services within 14 days of receipt of the Manager of SAS’s decision. Within 14 days, the Head of Residential Services (or Director of Student Services) will convene a meeting with the landlord and Manager of SAS. Both will provide evidence to support their case. (There is no appeal process against the final listed criterion ie SAS’s required mix of housing for the forthcoming year precludes use of the applicable house). The Head of Residential Services (or Director of Student Services) may consult with the SAS Management Board re the ruling. The Head of Residential Services’ (or Director of Student Services’) decision is final.

### Responsibility

* Landlord
* Manager of SAS
* The Head of Residential Services (or Director of Student Services)
* SAS Management Board

### Applicable

The procedures will be stored in a central store, currently Ao files but will be moved to SharePoint when all staff in Residential Services have appropriate access.

### Definitions / Descriptions

SAS – Student Accommodation Services

Managed Housing Scheme – The scheme is a leased agreement between SAS and a landlord. The landlord signs a contract and service level agreement for the University to lease the property for an academic year to which they accept all the terms. The students then sign a licence agreement for the particular property/room directly through the University.

### Related Documentation

SAS Landlord Service Level Agreement

### Distribution

All SAS staff

Available to Landlords via the SAS website