

## Homestay Conditions of Registration

All owners who register with the Student Housing Office Homestay Scheme agree to the Homestay Conditions of Registration. The aim is to enable Homestay hosts and students to agree a set of undertakings with each other. The criteria have been chosen to reflect a balance of common sense obligations and responsibilities between hosts and students and set standards that are achievable without significant expenditure of time and money and without prejudice to their respective legal rights. Compliance with the Homestay Conditions of Registration is mandatory for all properties where the host wishes to participate in the Homestay scheme.

The Homestay Conditions of Registration will be made available to students searching for Homestay housing and will hopefully ensure that:

- both partners enjoy the benefit of good standards of housing management and practice
- misunderstandings and disputes are reduced
- where problems occur they are promptly resolved.

Prior to letting, the Homestay host will ensure that study bedrooms have or there is access to the following:

- one bed with a clean, stain free mattress
- adequate storage
- desk or table with a lamp
- desk chair which is suitable for study use
- lined curtains or blinds are required for the bedrooms
- adequate number of electrical plug sockets

During the period of the agreement the Homestay host will ensure that:

- Business is pursued in a professional, courteous and diligent manner at all times.
- The student's right to privacy is respected. The host will not enter the student's bedroom without permission except in a genuine emergency or for cleaning if it is included.
- Repairs are carried out punctually and effectively with consideration for the student's privacy.
- The student has a clear understanding of the permitted use of kitchen facilities (washing machine and fridge /freezer for example).
- The student receives instruction on the first day of occupancy on how to operate any domestic appliance, heating appliance or central heating system they have access to. The extent of control that the student has over adjusting heating that affects other parts of the house, must be made clear at the outset. Where necessary for safe use, operating instructions should be made available to the tenant.
- All electrical appliances provided by the owner are functioning in accordance with manufacturers' operational limits and are capable of being operated in a safe manner. Appliances should be regularly visually inspected for safety and wear and tear at least twice a year, and any defects remedied. It is advisable for landlords to have all electrical equipment tested annually for safety and a record kept.
- All means of use and supply of gas, and alterations and repairs to gas installations, shall comply with the current Gas Safety (Installation and Use) Regulations. All gas appliances will be checked annually by a Gas Safe Registered engineer. A copy of the gas safety record will be supplied to the student. Instructions for use should also be made available to the tenant.
- The student has use of an efficient vacuum cleaner (unless cleaning is included).
- The student is provided with working keys to the accommodation, which will include a key to the student's room (if it has a lock) and a key to your house or flat. If a key to a bedroom is provided the lock on the inside of the door concerned must be thumb turn.

- All furnishings and furniture are clean and in reasonable condition at the commencement of the tenancy and comply, as appropriate, with the Furniture and Furnishings (Fire) (Safety) Regulations 1988.
- The property is fitted with the appropriate fire safety measures – further advice can be obtained from the local council, the fire service and the booklet “*Do you have paying guests*”

#### Catered and self-catered rooms

- If accommodation is offered on a self-catering basis, the host must provide the student with adequate facilities for cooking, dry food storage, refrigeration and washing up. The agreement with the student should specify any restrictions on times when the kitchen will be available and should make it clear exactly what kitchen facilities and equipment the student is entitled to use.
- If accommodation is offered on a catered basis, the host must provide the student with breakfast and a nutritious evening meal 7 days a week. The host should allow the student access to the kitchen to make drinks and snacks. The agreement with the student should specify any restrictions on times when the kitchen will be unavailable and should make it clear exactly what kitchen facilities and equipment the student is entitled to use.

#### Rent, damage and deposits

- Written receipts must be issued by the host where requested by the student for any monies demanded. Where transactions are undertaken in cash it is advisable to always provide a written receipt.
- The host may charge the student a deposit and use it to pay for damage, taking into account fair wear and tear. The deposit charged should not exceed the equivalent of one month’s rent.
- The host must provide the student with a receipt to support all deposit deductions.
- We assume that you are a “resident landlord” (see pages 5-8 of the booklet “*Letting rooms in your home*”) and are not offering an Assured Shorthold Tenancy, to which separate rules about taking tenancy deposits only apply. However, if you are offering an Assured Shorthold Tenancy please let us know which scheme you are using to protect the deposit.

#### Insurance

- Hosts are strongly advised to ensure that their existing insurance policy covers them for loss and damage and that the insurer concerned is aware that students are in residence.

#### At the end of the Homestay

- The student will be issued with clear guidelines regarding the standard of cleaning and other arrangements for bringing the agreement to an end so as to avoid misunderstandings at the end of the occupancy.
- Where students have to withdraw from University (due to academic failure or ill health for example) and the University confirms they are no longer a registered student, we expect landlords to release students from the Tenancy Agreement without any liability to pay rent for the remaining tenancy period.

#### Management of disputes

- Where disputes occur between the host and the student, reasonableness and promptness in dealing with the issues by both parties is the key to the amicable and effective resolution of problems. The host therefore undertakes to maintain courteous professional relations with the student during any dispute.

#### Complaints

- Where a complaint is made against the Homestay host or the student, this will be investigated by Student Housing Office staff and wherever possible resolved to the satisfaction of both parties.
- In the event that the host is deemed to be in breach of the Homestay Conditions of Registration they may be removed from the Homestay scheme either permanently or for a designated period of time.