



HUGHES HALL
UNIVERSITY OF CAMBRIDGE

Accommodation Handbook

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Senior Tutor's Introduction

This handbook provides a range of important information about the College's residential accommodation. In doing so, it both clarifies the relationship between students and the college in this respect, and aims to fulfil the requirements of the Accommodation Network UK (ANUK) representative body. You should read this handbook alongside the 'Student centre' section of the website, which provides more general information about the college.

Hughes Hall endeavours to provide residential accommodation which is in good condition, well serviced and regularly refurbished. It helps if you treat your accommodation well.

This handbook necessarily includes rules and regulations, but these exist to provide a structure to the heart of college life: building a community dedicated to teaching, learning and research in a friendly, thoughtful and supportive environment. To achieve this, all college members are expected to show respect for the emotional, physical and religious sensibilities of others by their attitudes and conduct. Therefore, sexual harassment, racial harassment, bullying, disruption and excessive noise, vandalism and violence are not acceptable and will not be tolerated. We must all consider how our actions will affect others, and if we have the right behaviour then there will be no need for formal discipline. It would be great if our community life, with so many people drawn from throughout the world, could exemplify how humanity can live together in harmony and mutual respect!

Dr Tori McKee
Senior Tutor

1. General

1.1 General Requirements

Please remember some general requirements which help keep the college environment a harmonious and agreeable one for everyone.

- Noise. The college regards the hours between 11pm and 7am as 'quiet hours' so we ask those living in college accommodation to keep noise to a minimum between those times. At other times, please take care not to disturb your neighbours and housemates.
- Cleaning. Please take responsibility for keeping shared areas clean and tidy. College housekeeping staff clean communal spaces regularly. However, they should not need to clear and tidy in order to access surfaces and areas for cleaning. This is also considerate to others who use shared facilities.
- Repairs. If an item of college property is damaged or broken, please report it to maintenance as soon as possible. <https://www.hughes.cam.ac.uk/maintenance-requests/> it cannot be repaired if college is not notified.

- Students are allowed to have guests overnight in their Accommodation, for no more than three consecutive nights, and up to a maximum of 10 nights in any one month other than when specific agreement has been granted by the Head of Domestic Operations. Students are responsible for their guests and must accompany them at all times. Air beds can be hired on a first come –first served basis from the Porters Lodge.

Contact information for housekeeping and maintenance is available on the college website: <https://www.hughes.cam.ac.uk/student-centre/practical/accommodation/>

If you have significant concerns about any accommodation issues, please contact your individual tutor.

1.2. College Accommodation

The College has about 360 single rooms, including 5 which have been specially adapted for disabled students. In addition we have 12 flats reserved for couples.

The available accommodation is:

Gresham Court	85 single rooms
Fenner's Building	73 single rooms (including 4 accessible), 5 couples' flats
Centenary Building	32 single rooms (including 1 accessible)
Chancellor's Court	20 single rooms, 6 couples' flats, 1 couples' studio.
Wileman Building	32 single rooms
Wollaston Lodge	23 single rooms
Devonshire Road (off-site)	4 houses with 20 single rooms
Houses (off-site)	13 houses with 71 single rooms

All college rooms are provided with the following (unless indicated):

- Bed mattress and mattress cover
- Desk, desk chair and desk lamp
- Bedside cabinet and armchair (majority of rooms)
- Wardrobe
- Chest of Drawers
- Curtains or blinds/nets
- Bookcase
- Waste bin

Students are asked not to bring futons, sofas or any other large items of furniture.

If you note any faults (burns, scratches, etc.) when you take over the room, please report them to Housekeeping. They keep a comprehensive list on file for each room for reference, which may be viewed on request.

1.3 Allocation Policy

The policy regarding allocation of accommodation can be found on the college website at www.hughes.cam.ac.uk/student-centre/practical/accommodation/. This policy is reviewed annually by the college council.

2. Rent

2.1. Contractual Relationship

Every student living in college accommodation will be provided with a Room Licence in addition to defining the period of agreed residency and cost of the accommodation, this gives the basic rules for such accommodation. Note that, while every effort will be made to leave students in their rooms during each 'normal period of residence' (see definition below), it may be necessary

to move students to alternative accommodation for maintenance or tutorial reasons, or for the benefit of the college community.

A copy of the Room Licence will be available on the College website, and it is important that you read the conditions carefully. On your arrival day at College, you will sign your Room Licence and be issued with the keys/access card to your room.

2.2 Rent Bands

Weekly rents include computer charge and utilities (gas, electricity, water) for all students. Rents also include personal possessions/liability insurance and cleaning en-suite bathrooms for students in single rooms. The current rates are available on our website.

2.3 Payment Terms

Rent is payable by students during their period of occupation as follows:

1. Payment at the normal rate is to be made for the Period of Licence. This is the term of your contract.
2. Any period of occupation outside the period of licence will be charged at the normal rate for that accommodation band.
3. Residence in college accommodation is limited to the period of licence, unless extended by agreement, and the college is entitled to use or let the accommodation to others at any time outside the period of licence.
4. Students who occupy accommodation outside the period of licence *without permission* will be liable to the college for its reasonable losses (for example if it is unable to honour a conference booking) in addition to the rent due for this period.
5. The college will refund any overpayment of rent if a contract is ended early by agreement.
6. Failure to pay the rent within 7 days of the due date will result in interest being charged and disciplinary action being instigated. If you are in danger of not being able to pay your college bill, you should consult your tutor as soon as possible.

2.4 Termly Rental Periods

You may gain access to your room after signing your Room Licence on the first day of the period of licence, and must vacate your room by 11.00am on the last day of the NPR.

Outside the rental period, all possessions must be removed from your room. The Middle Combination Room organizes storage facilities for personal possessions during the Long Vacation – please contact the MCR accommodation officer for information. If possessions are left in rooms at the end of the period of licence they will be removed and, after giving notice,

disposed of. If you should fail to clear your room (or a communal area) of all your possessions and rubbish on departure, a deduction will be made by the college from your Caution Money (Deposit).

2.5 Further Details

1. Caution Money

When you take up your accommodation a Caution Money payment is required. This is may be used to offset any damage etc. It will be refunded at the end of your course once your room has been vacated and checked by the Housekeeper. Before departure, make sure that the Finance Office has your up-to-date bank account details.

2. Collection of Charges

Students are charged for their rent *termly in advance*. Any charges for damages noted during your occupancy will be added to the next bill, though for exceptional damage you will be required to settle bills immediately. For late payment of bills, i.e. after 7 days, a charge of 2% per month interest is made, with a further 2% per month until the account is settled. If you have difficulty in meeting the normal deadline you should consult your Tutor.

3. Insurance

Personal possessions insurance is included in rents for all students in single college rooms.

4. Termination of Room Licence or Flat Tenancy Agreement

A Room Licence or Flat Tenancy Agreement requires you to pay rent until the official expiry date. Should you vacate earlier, you may remain liable for rent until the official expiry date, please see the early termination policy on the College website

<https://www.hughes.cam.ac.uk/wp-content/uploads/2017/07/Accommodation-early-termination.pdf>. The college will give due notice as detailed in the Room Licence.

Please note: Students who expect to work away from Cambridge during their studies should not reserve College accommodation unless they are happy to pay for the period(s) when they are absent from Cambridge.

5. Defects and Complaints

Any defect should be reported to the Head of Facilities. Any complaint about the delivery of services in relation to accommodation should be raised with the Accommodation Manager, or in more serious cases, the Operations Fellow. An investigation will be undertaken and the problems addressed. Should this not be acceptable, you may appeal to the Bursar and, failing agreement at this level, you should make representations through the college Complaints

Procedure. A final appeal may be referred to the Office of the Independent Adjudicator under the ANUK Code of Practice:-

www.oiahe.org.uk

www.nationalcode.org

6. Access to Rooms

The college will require access to bedrooms for cleaning, maintenance and inspection purposes. Notice periods for this access are defined under the appropriate sections of this document. The college reserves the right to enter any room without notice in any circumstance.

7. Guest Rooms

Guests may use a college guest room, subject to availability. There are special requirements if guests include individuals' under-18 years old; please contact the Head of Domestic Operations if you wish to make arrangements for this.

3. Safety

3.1 Fire Prevention

It is the duty of all college members, guests and visitors to prevent fire. This means that all individuals must be aware of potential dangers e.g. cooking areas, worn electrical leads, etc., and must follow college procedures to minimise risks. UK legislation requires that there is a *complete smoking ban* in all college buildings, houses and rooms (this includes the smoking of e-cigarettes/vaping). Further, the College prohibits all incense burners, candles and cooking in bedrooms.

3.2 Fire Detection and Alarms

All Hughes Hall accommodation is equipped with automated fire detection and alarm equipment. Any tampering with the fire detection and alarm systems or fire appliances (extinguishers etc.) is a very serious offence, and will be dealt with as such by the College. It is essential that all students understand the actions which need to be taken in the event of a fire alarm. These are described in the ***Fire Safety instructions on the internal side of every bedroom door.***

3.3 Fire Drills

In every building on the main site there are rooms where the occupant is a Student Fire Warden, and full training and documentation is given by the Head Porter to all Fire Wardens at the start of the year. The Head Porter arranges fire drills for each building and a log is kept of these drills for inspection by the City Council and its Fire Officer. Fire drills normally occur once each in the Michaelmas and Lent terms, though may be repeated if responses have been slow or incorrect (e.g. going to the wrong assembly point).

Each floor has its means of escape posted. It is vital that escape routes (corridors and staircases) are kept completely clear of all personal items such as cardboard boxes, furniture, etc. Further, all fire doors must be kept closed - they must never be wedged open.

3.4 Fire Safety Report

Each area of college accommodation has been surveyed, and a fire safety report covering the following topics is held by the Head of Facilities:

- Risk Assessments

- Diagram: escape routes, fire-detection systems & location of fire-fighting equipment

- Emergency Plan: actions in the event of fire, both general and specific to property

- Equipment Testing and Training Summary

- Fire Compliance Report

3.5 Accidents and First Aid

If you have an accident on college premises during office hours, you should report to the Porters. If necessary, arrangements will be made for the appropriate treatment elsewhere either by a qualified First Aider or by transfer to hospital. After receiving any attention or treatment, you are required by law to complete an accident form, giving: place, date and time of the accident; names of any witnesses; and a full description of the event. Accident forms are held by the qualified First Aiders.

A list of qualified First Aiders who are available during normal working hours is posted in college Porters Lodge.

3.6 Smoking

UK legislation requires that there is a ***complete smoking ban in all college buildings, houses and rooms (this includes the smoking of e-cigarettes/vaping)***. There is a designated Smoking Shelter near the side entrance of the Margaret Wileman Building. Please ensure that this policy is also communicated to and followed by your guests in the college.

4. Security

4.1 Room Access

Students in on-site rooms require an access card, while students in other buildings also require a front door/room key. The dates programmed on the access cards are important in confirming the dates for any additional rent and for keeping residence. If a student forgets their key or access card and needs to call out the Porter or Duty Person, there is a charge of £20. If a key is lost or not returned, there is a charge of £20 on the first occasion and £50 subsequently. If an electronic key is lost there is a £10 replacement charge

Thefts of money, books, computers and other valuables can occur from time to time, so you should take care to lock your room whenever you are out. The College cannot and does not accept responsibility for any losses.

4.2 Security of Buildings

All external doors of buildings have locks. Some are open during office hours but most must be activated by your security card or key. This provides a further degree of security for residents. It is important that these doors should be kept closed, and that you do not allow access to anyone not known to you. Giving access to strangers could negate the college insurance and could make you liable for losses sustained by others.

4.3 CCTV

CCTV cameras are used on the main site to help safeguard the security of people and property. Cameras are positioned to capture views of the car parking areas, the main entrance and strategic areas, as well as general views across the main site. The live pictures are viewed by the college porter to detect any suspicious activity.

Warning signs are placed at the main access points to indicate that surveillance cameras are in operation. CCTV footage is retained for a short period, then wiped clean if not required as evidence.

Information derived from CCTV surveillance will only be used for security purposes, unless it leads to the discovery of an activity that no employer could reasonably be expected to ignore, for example breaches of Health and Safety rules that put others at risk.

You have the right to access information about yourself held on CCTV footage. To request access you will be asked to complete a Subject Access Request Form (available from the Compliance Administrator) and provide evidence of your identity.

4.4 Security Plan re Bombs or Incendiary Devices

Initial Prevention

This is a general responsibility for all members of the college: staff, fellows and students. Access to the buildings is generally controlled by access card or key, backed up by staff vigilance and CCTV monitoring. Each person is responsible for their individual room. Unknown persons should be questioned as to their presence inside a building. Rubbish is regularly cleared away so that devices cannot be hidden. Rubbish bins (waste paper/skips etc.) are located away from inhabited buildings, and regularly emptied and inspected by maintenance staff. Generally the message to the whole collegiate body is for everybody to keep their eyes open and their wits about them.

“General Alert”

This is declared following is a non-specific threat towards Cambridge in general. Such threat advice is rapidly disseminated to all concerned by the Bursar and the Bursar’s staff, and then each area is responsible for its own security sweep and reporting back to the Maintenance Manager. The public areas will be checked by housekeeping staff. The aim is to divide up the work up among many people to improve reaction time and to heighten awareness.

Specific Threat

This is a specific threat to the college or a particular building. Our aim is always to avoid the risk of death or injury, so such a threat would warrant immediate evacuation of the building or area concerned, followed by a full sweep by Explosive Ordnance Devices experts. The quickest way to effect this evacuation will be by sounding the relevant fire alarm(s). Explosive Ordnance Devices reporting will be via the Bursar (or the incident controller) to the local police station.

5. Utilities

If you need assistance in operating any of the appliances, please consult the Maintenance Manager, via email: maintenance@hughes.cam.ac.uk. Students are asked to be energy-conscious and switch off lights and any appliances when leaving their rooms.

5.1 Heating

Central heating is supplied to all college rooms from 1st October to 1st May each year. If it is very cold or hot before or after those dates, the heating will be adjusted to suit. Please help to save energy and cost by keeping windows closed in cold weather.

5.2 Gas Installations

All gas installations are serviced annually by qualified GAS-SAFE-registered operatives. Where possible, the college undertakes this type of servicing during the Long Vacation to minimise disruption to occupants. However, Health and Safety considerations are paramount and servicing and repairs will sometimes have to be undertaken during periods of residency. As far as possible, this will be planned so as to reduce inconvenience. A copy of the 'Landlord's Gas Certificate' is displayed in each of the external houses. Certificates for the buildings on site are held by the Maintenance Manager.

5.3 Lighting

Suitable lighting is provided in all rooms and externally around the buildings. If a bulb fails, please report it using the online maintenance request form:

<https://www.hughes.cam.ac.uk/maintenance-requests>

5.4 Electrical Appliances

Mains-powered electrical appliances brought into the college by students must comply with EU Standards. All portable electrical appliances (both student and college-owned) are tested by the college annually, at the beginning of the Michaelmas term.

Electric appliances with low current consumption may be used, e.g. radios, CD players, hairdryers, electric razors, etc. But other appliances with heavier consumption are forbidden, e.g. electric fires and fan heaters. Enquiries as to the use of electrical apparatus should be addressed to the Maintenance Department. *The safety of any privately-owned electrical appliance is the responsibility of its user.*

The use of multi-plug adaptors or extension leads is not permitted, except when extension leads are issued by the college itself in houses where there are few sockets in the bedrooms.

It is in the interest of everyone's safety that these rules be strictly observed, just as it is essential that no alterations or additions to electrical wiring be made. Overseas students should note that all electrical appliances must be adapted for 220-240 volts AC. The Maintenance Manager maintains a Student Electrical Inventory for all student owned items, which is available for perusal.

5.5 Water Hygiene and Waste

Risk assessments and monitoring of water in all areas of the college is carried out in line with Health and Safety Executive Policy. Testing for Legionnaires' disease is carried out by outside specialists on a planned and regular basis. All showerheads are de-scaled at regular intervals.

Waste water systems are connected to Local Authority sewers. Waste chemicals and toxic or other environmentally damaging substances are not to be poured into waste water systems (e.g. via basins, showers, toilets or external drains) but are to be disposed of correctly. It is a student's duty to dispose of such waste safely. Information on how and where to dispose of such substances can be found by contacting the Environment Agency on 03708 506 506 (Mon-Fri, 8am - 6pm) or enquiries@environment-agency.gov.uk

6. Rooms and Facilities

6.1 Furnishings

Students are expected to supply their own bed linen, pillows, duvet, towels, coat hangers, cooking pans, crockery and cutlery. However, a bedding pack can be purchased if ordered in advance.

6.2 Decoration and Damage

Students are responsible for any damage to the furniture and decoration of their rooms, excluding normal wear and tear. Note that you may not use any form of adhesive (e.g. Sellotape, Blu-tack, etc.) on walls and woodwork – much damage has been done in the past by this. If you make marks in this way you may incur a substantial charge for redecoration, e.g. if a wall is marked the complete wall must be redecorating.

Rooms are inspected by Housekeeping at least once a year and whenever occupancy changes, so that any damage can be noted for repair during the Long Vacation (if it can wait until then). An inventory is attached to all bedroom notice-boards at the start of your occupancy and, to avoid any dispute as to possible liability, Housekeeping also keeps a more comprehensive list of some of the more minor defects on file in their office. If you have any queries or concerns, please call and see the Housekeeping. In this way, charges for damage for which you have no responsibility can be avoided. When your Room Licence expires and you have vacated the room, Housekeeping will carry out a final inspection before your caution money is returned. You should ensure that the Finance Office has up-to-date bank account details before you depart. The college's continuing programme of room redecoration and refurbishment is enhanced by rooms being left in very good order.

The college seeks to respond quickly to any problems with equipment or furnishing in rooms. Any fault or damage which occurs after occupancy should be reported using the online maintenance request form available at: <https://www.hughes.cam.ac.uk/maintenance-requests/> Repairs are normally completed during working hours (Monday-Friday, 08:30-16:30), but emergency cover is available 24 hours a day for major leaks etc.

6.3 Kitchens and Food

Cooking is not allowed in bedrooms in college or college houses because of hazards to personal and group safety, and the risk of damage to furnishings and fittings. Kitchens are provided for self-catering. At no time should such cooking cause a nuisance to others. Kitchens should be kept clean at all times – Housekeeping Assistants are not employed to clear up kitchens after you. The college is answerable to the city's Environmental Health Department for the proper conduct of all large-scale catering in college, and legal proceedings can ensue should any breach of their stringent regulations occur.

The college operates in line with stringent food safety legislation and guidelines. Make sure that any out-of-date food is thrown away and your fridge is kept clean. Dirty plates, crockery and pans left unwashed in the kitchen can be a hygiene risk, as well as being unpleasant for others wishing to use the facilities. Any case of pilferage will be treated as theft.

6.4 Cleaning

Generally speaking, communal bathrooms and toilets on the main site are cleaned/tidied six days a week. En-suite facilities in single accommodation (Gresham Court, Fenner's Building, Centenary Building, and Wollaston Lodge) and shared facilities (Chancellor's Court) are cleaned once a week. College houses are cleaned twice a week. The Accommodation Manager will notify students of the day their rooms will be cleaned, at the start of the Michaelmas term. Cleaners must be allowed access. Communal areas are also cleaned regularly. A daily record is kept of all entries made by contract cleaners, Housekeeping Assistants, maintenance and IT staff to student rooms. Students occupying couples' accommodation are responsible for their own cleaning.

Any problems with facilities (blocked drains, leaking taps etc.) should be reported to the Maintenance Department via the online maintenance request form <https://www.hughes.cam.ac.uk/maintenance-requests/>

The Housekeeping Team check room cleaning and maintenance at regular intervals, to ensure these services are delivered in accordance with the Housekeeping Service Level Agreement. The college will not be held liable if these services are not provided due to factors reasonably beyond its control (such as mechanical failure, staff shortages/illness or a lack of materials).

6.5 Laundry Facilities

Charge-card-operated washing machines, dryers and irons are available in college for use by students. A Laundry Room for all students is located in the Wileman Building near the side door entrance. There are additional laundry rooms in the Fenner's Building and Gresham Court for

residents in those locations. College houses all have laundry facilities. The college does not accept any responsibility for the loss of personal laundry. The laundry equipment in on-site locations is owned, and maintained, by an external Contractor. Complaints of laundry machine malfunction should be reported to the Contractor. Contact details are in each laundry room. For maintenance of laundry machines in houses, please contact the maintenance department. Clothes/washing should not be hung out of bedroom windows, from balconies or left to dry in corridors.

6.6 Television License

The use of private television sets in bedrooms is allowed provided that the appropriate license is held by the occupant. Students are responsible for purchasing their own TV license, this is required if you watch live TV or BBC programmes on iPlayer on any device including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder. Your home license will not cover you and there is no College-wide cover. TV licensing authorities make checks on a regular basis and you are personally liable for any fines imposed; you must tell the licensing organization if you do not need a license, please ensure you are correctly covered. Further information can be found at:

www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1/

7. Maintenance and Repair

7.1 Organisation

The college maintenance staff are responsible for general repairs and maintenance. Some regular repair work is sub-contracted to outside companies (e.g. plumbing repair and painting), as is most periodic testing (e.g. Legionnaires' testing, lift tests, lighting conductor tests, etc.). Specialist contractors may be brought in to undertake more major works, such as refurbishment of rooms and houses. If you are unsure as to the identity of anyone arriving to undertake work, check their details with the Maintenance Manager.

7.2 Response Times and Planned Maintenance

Response times for repairs at different levels of urgency are given in the *Maintenance Service Level Agreements*, a copy of which is held by the Maintenance Manager. If these response times cannot be met, for example because of a lack of spares, the affected students will be advised of a revised estimated time for completion.

7.3 Snow and Ice Clearance Policies

Snow clearance policy is defined as part of the Maintenance Department's responsibilities. Students should take particular care during snowy periods that their actions do not cause a hazard for others.

8. Refuse and Recycling

All college members are responsible for maintaining the cleanliness of the college buildings and grounds, and should ensure that their waste, and that of their guests, is disposed of correctly. External litter bins and recycling, which are regularly emptied by staff, are provided outside the Wileman Building and on the Fenner's terraces.

8.1 Refuse Collection

Fenner's Building and Gresham Court: Cleaners will empty the kitchen waste from Monday to Saturday. Students should empty their own room wastepaper bins. There are large bins in a storage area near the entrance to the catering department.

Wileman Building, Wollaston Lodge and Centenary Building: Housekeeping Assistants will empty the waste bins in the communal kitchens from Monday to Saturday, and any wastepaper bins put outside bedroom doors before 10am.

Chancellor's Court: Housekeeping Assistants will empty kitchen waste on the official cleaning day. On other days please dispose of all kitchen waste and wastepaper into the large bins near the side entrance of the Wileman Building.

The large college bins (near the catering entrance and outside the Wileman Building) are emptied 6 days a week by Cambridge City Council. Collections of sanitary waste in communal toilets will be made at the beginning of each month by an outside contractor.

College Houses: Waste should be emptied into the correct bin provided. The Accommodation Manager will provide information of what type of waste goes into each coloured bin. On collection day wheelie bins should be put out on the pavement, and then returned to the *rear* garden. Each House has a notice, indicating the collection day for each bin, in the kitchen. Any costs incurred by the College with clearing of rubbish from the houses will be charged back to the residents of the house

8.2 Recycling

As part of the college's environmental policy we have made a commitment to recycle as much waste as possible in the safest possible manner. We operate a mixed-waste recycling policy.

On-site. All kitchens have recycling facilities. Students should ensure that all waste is put into the correct bin.

Batteries: Labelled box in the Library.

College houses are serviced by Cambridge City Council recycling facilities. These require residents to be very careful in their segregation of recycling waste, since ‘contamination’, e.g. food waste in paper recycling, results in waste not being taken away. Information is posted in each house.

9. Pets

The keeping of pets in any College building is strictly forbidden.

10. Cycles

Under no circumstance should cycles be stored or brought into the accommodation. Please ensure that they are stored in the designated area.

All cycles at Hughes Hall should be registered and details of how to register appear on the website.

11. Accreditation and Compliance

The College is subject to regular internal and external audit, including all aspects of institutional management. Annual reports are lodged with the University of Cambridge and via it with the Higher Educational Funding Council (HEFCE). While the college has well-established student accommodation practices, it has also registered with the Accreditation Network UK (ANUK) as abiding by its published Code of Practice (copy is available to view in the Head of Domestic Operations’ Office). ANUK will periodically review and update its Code, and the college will amend its procedures to conform to this Code.

Note:

1. All the Accommodation registered with ANUK, as outlined above, meets the standards and accords with the procedures set out in the Code.
2. An appropriate complaints procedure is in place, integrated into normal college practices, with a procedure for reporting back to ANUK on any significant complaints relating to the Code.
3. Auditors will consider the college’s management of its student accommodation in relation to the Code, advising HEFCE and ANUK as appropriate.