

LSH STANDARDS - INFORMATION FOR STUDENTS

WHAT ARE THE LSH STANDARDS?

The LSH Standards are a set of property guidelines and requirements that all accredited accommodation providers commit to in order to advertise their accommodation with us.



= **Landlord commitment to quality & Service**

- ➔ LSH inspects all new properties to ensure the LSH Standards are met.
- ➔ Accredited accommodation providers must treat tenants in a courteous way and their business practices must meet current legislation.

HOW CAN THE LSH STANDARDS HELP STUDENTS?

LSH aims to raise the standard of private student accommodation across the city and you should be able to expect all accredited properties to meet the criteria set out in the LSH Standards, summarised below.

If you choose to live in an LSH accredited property and you think your accommodation provider is in breach of any part of the LSH Standards, you can make a formal complaint to us and we will investigate. The full version of the LSH Standards can be found on our website.

www.liverpoolstudenthomes.org



LSH Standards - the accommodation provider should...

Property search

- ✓ Provide accurate property information and images
- ✓ Answer calls at the times advertised
- ✓ Offer a property viewing, giving due regard to existing tenants

Start of the tenancy

- ✓ Ensure the property is vacant
- ✓ Ensure the property is in a good state of repair and clean

Deposits

- ✓ Provide an inventory of the property's contents
- ✓ Protect the deposit in a government scheme
- ✓ Provide the deposit protection scheme details to the tenants within 30 days
- ✓ Give details about how to avoid deductions
- ✓ Comply with reasonable requests for a joint end of tenancy inspection
- ✓ Return deposits within 30 days of the tenancy ending
- ✓ Give a written explanation of any deductions

Offering a tenancy

- ✓ Not demand money before the tenancy is created
- ✓ Create an Assured Tenancy unless exempt under Schedule 1 of the Housing Act 1988
- ✓ Give clear written details for the rent and how it is to be paid
- ✓ Give the prospective tenants a full copy of the agreement and 24 hours to consider it before signing
- ✓ Ensure clauses in the tenancy agreement do not conflict with the tenants' legal rights
- ✓ Include the name and address of the landlord on the tenancy agreement
- ✓ State who is responsible for paying service charges
- ✓ Ensure the contract is only amended with the tenants' written consent
- ✓ Ensure pre-tenancy repairs are confirmed in writing and attached to the tenancy agreement

Financial arrangements

- ✓ Not demand money unreasonably
- ✓ Give receipts for all cash transactions

Security

- ✔ Ensure that all external doors and frames are of solid construction
- ✔ Ensure that final exit doors and front doors are fitted with a five lever mortise deadlock
- ✔ Ensure that ground floor windows and others which are accessible are fitted with locks
- ✔ Ensure that property boundaries are well secured and properly maintained
- ✔ Ensure that, where appropriate an alley gate key will be available for the tenants.

Heating & comfort

- ✔ Ensure water tanks and pipes in cold areas are covered and hot water cylinders are insulated
- ✔ Ensure there is adequate heating in the property
- ✔ Ensure doors and windows are well fitted to avoid draughts
- ✔ Ensure roof spaces are insulated to a minimum of 250mm.

Fixtures & fittings

- ✔ Ensure the property has sufficient furniture and items comply with fire regulations
- ✔ Provide adequate space and equipment
- ✔ Ensure there is adequate floor space within each room
- ✔ Provide an adequate number of baths/or showers and toilets for the number of tenants
- ✔ Provide sufficient cleaning equipment
- ✔ Provide sufficient waste disposal containers.

Period of exceptional circumstance

- ✔ Take into consideration changes in financial circumstances
- ✔ Ensure safe storage of belongings

Repairs

- ✔ Carry out repairs within reasonable timescales & in accordance with legislation
- ✔ Employ a competent trades person
- ✔ Give at least 24 hours notice to access the property
- ✔ Ensure that the property is free from all HHRS Category 1 hazards
- ✔ Ensure the exterior of the property is presentable
- ✔ Ensure tenants are advised in a timely fashion of any delays to refurbishment works.

Health & safety

- ✔ Install a working fire detection system
- ✔ Complete a Fire Risk Assessment, if required
- ✔ Ensure a fire door is fitted to kitchen areas
- ✔ Ensure safety certificates are provided for gas and electricity
- ✔ Install a carbon monoxide detector and fire blanket.

Property management

- ✔ Display contact information within the property
- ✔ Ensure that where required properties are licensed
- ✔ Be polite, courteous and fair at all times
- ✔ Not discriminate against prospective tenants on grounds of gender, sexual orientation, race, creed, disability or colour
- ✔ Provide appropriate number and type of wheelie bins.

The tenant should...

- ★ Pay the agreed deposit and rent
- ★ Agree the inventory for the property within 7 days of the start of the tenancy
- ★ Promptly report any repairs and allow reasonable access for inspection, repairs and viewing
- ★ Behave in a reasonable manner, with consideration for neighbours and owners
- ★ Inform the landlord if there are any financial difficulties in paying the rent or bills
- ★ Take care of the property, its furniture and equipment and pay for any damaged caused.
- ★ Take gas and electric meter readings
- ★ Use all security measures provided
- ★ Treat fire protection equipment responsibly and only for the use it is intended
- ★ Dispose of domestic rubbish in the correct way
- ★ Keep the property clean and tidy
- ★ Be polite, courteous and fair at all times
- ★ Promptly return all sets of keys
- ★ Take final meter readings at the end of the tenancy
- ★ Leave the property in a clean and tidy condition.