

Complaints Form for the Unipol and Unipol/DASH Code



All complaints made under the Code must be received either from a tenant of the property concerned, an ex-tenant of that property, or a member of the Community that has access to the Code (or representatives from any). If the representative is a parent or relative of a tenant or ex-tenant, then written authority from the tenant must be attached to the complaint, authorising the complaint on their behalf.

Complaints must be in writing and addressed to Unipol at:

IN LEEDS:

Code of Standards Complaints
Unipol Student Homes
155-157 Woodhouse Lane
Leeds LS2 3ED
or by e-mail: s.kemp@unipol.org.uk

IN NOTTINGHAM:

Code of Standards Complaints
Unipol Student Homes,
The Orchards,
University Park,
The University of Nottingham,
Nottingham, NG7 2RD
or by e-mail: f.swanwick@unipol.org.uk

IN BRADFORD:

Code of Standards Complaints
Unipol Student Homes,
Richmond Building,
University of Bradford,
BD7 1DP
or by e-mail: s.kemp@unipol.org.uk

The complaints must state clearly:

- what breach of the code has been made
- any steps the tenant/s have taken to bring this breach to the owners notice
- an indication of the timescale involved concerning any particular problem
- if the complaint is a managing agent and is a supporter of the Code the property must be registered under the Code
- a contact address and telephone number for a tenant/s or community member and/or their representatives.

Upon receiving the complaint Unipol will check that it fulfils the above criteria and then acknowledge receipt of the complaint.

Once a complaint is received the owner of the property will be written to, informing them of the complaint and giving them 7 working days in which to respond.

Generally, it is hoped that reporting a complaint about a property of an owner who has signed the Code voluntarily will result in that owner taking any necessary remedial action immediately.

Tenants will be sent details of the owners' response to the complaint. In the event that the matter cannot be resolved at this time then details of the complaint will then be sent to the Chair of the Tribunal (following consultation with the Vice-Chairs that are available) who will determine one of two courses of action.

To refer the matter to:

The Fast Track Tribunal
or
The Full Tribunal

In the event of a serious or very serious complaint then the full Tribunal will normally be used.

If there is a Tribunal hearing then complainants (and/or their representative) will be asked if they wish to attend a hearing and would normally be expected to do so. The owner/agent will also be invited to the Tribunal.

PERSONAL DETAILS

Name

Current Contact

Address

Telephone Number/s

Email Address

Place of Study

Are you a

Tenant Former Tenant Member of the Community

Tenant or Community representative* (please specify)

** if you are the representative then please attach written authorisation from the person on whose behalf you are acting*

PROPERTY DETAILS RELATING TO THE COMPLAINT

Address

Type of Property

Shared house Room in owners own home Self-contained flat

Private Hall of Residence (please specify)

Tenancy Dates

Commenced on ___ / ___ / ___ Ends on ___ / ___ / ___

Type of Tenancy

Single Joint (please specify)

Name of Owner/Agent

Address of Owner/Agent

CODE BREACHES

Have you discussed these matters with the Code Owner?

If not please do so in order to give them the opportunity to comply with the Code.

- 1)** Please tick which Code sub heading/s you believe to have been breached.
(NB – You may need to refer to the Unipol or Unipol/DASH Code to complete this section)

Code Sub Heading Leeds / Nottingham

- | | |
|---------------------------------------|--------------------------|
| 1. Equal Opportunities | <input type="checkbox"/> |
| 2. Marketing Prior to Letting | <input type="checkbox"/> |
| 3. During the Tenancy | <input type="checkbox"/> |
| 4. Health and Safety | <input type="checkbox"/> |
| 5. The Environment and Sustainability | <input type="checkbox"/> |
| 6. Community Relations | <input type="checkbox"/> |
| 7. Deposits | <input type="checkbox"/> |
| 8. Management of Disputes | <input type="checkbox"/> |
| 9. Complaints | <input type="checkbox"/> |
| 10. Starred Standard | <input type="checkbox"/> |

Code Sub Heading Bradford

- | | |
|-------------------------------|--------------------------|
| 1. Equal Opportunities | <input type="checkbox"/> |
| 2. Marketing Prior to Letting | <input type="checkbox"/> |
| 3. During the Tenancy | <input type="checkbox"/> |
| 4. Health and Safety | <input type="checkbox"/> |
| 5. Deposits | <input type="checkbox"/> |
| 6. Management of Disputes | <input type="checkbox"/> |
| 7. Responding to Complaints | <input type="checkbox"/> |

- 2)** Please list the number/s of the clause/s within the sub heading/s that you believe have been breached and provide a brief explanation of how the owner has breached the Code e.g. If the kitchen does not have a fire blanket and/or appropriate type of fire extinguisher, then you would write 4.18 and state that these items were not provided by the owner.

(continue on a separate sheet if necessary)

- 3)** Additional Information to Support your Complaint. To enable the Code of Standards Officer to pursue your complaint it may be necessary for you to supply additional information. Please include the following:
- Steps taken to bring breach/es to the owners notice (including copies of letters);
 - Relevant timescales (e.g. how long you have been waiting for repairs to be carried out);
 - Supporting evidence (e.g. photographs of disrepair, reports from an environmental health officer)

COMPLAINTS ABOUT DEPOSIT RETURNS

Any complaints concerning deposit deductions relating to tenancies which are protected by the Tenancy Deposit Protection Schemes (link to Deposits) should, in the first instance, be dealt with through the scheme's own Alternative Dispute Resolution (ADR) process. The outcome of that process is final and is not reviewable by the Tribunal although the outcome from this process can be used as part of the narrative of any other complaint that may be being made.

Complaints that meet the criteria relating to deposit deductions are dealt with under the Fast Track Tribunal unless there are multiple complaints (normally in excess of five) when the Full Tribunal will be used.

Date of Complaint

Signature of Complainant/s
