

Code of Practice for Landlords

IMPORTANT: Please read this information. By registering your property with Edge Hill University you are agreeing to abide by the terms of this code of practice. If you or your property cannot comply with these conditions then you should not register.

Contents Page

Section One **Introduction to the Code**

Section Two **Landlords Obligations**

Section Three **Clause Guidance**

Code of Practice for Landlords

Important: Please read this information. By registering your property with Edge Hill University, you are agreeing to abide by the terms of this Code of Practice. If you or your property cannot comply with these conditions then you should not register.

Benefits:

- The University and the Students' Union advise all students to choose a Code of Practice property.
- Tenants will know you have given a commitment to quality and service.
- You and your tenants will benefit from good standards of housing management practice.
- Misunderstandings and disputes should be reduced.

Aims of the Code:

- To improve the quality of accommodation available to students.
- To encourage good practice in management and maintenance.
- To provide an effective marketing tool for landlords who give a commitment to quality.

The Code of Practice for Edge Hill University landlords is designed to enhance the quality of relationships between students and their landlords.

Owners/agents can apply for an exemption from a particular clause of the Code for any of their properties, but must do at the time of registration.

The registration of landlords onto the Code of Practice reflects the desire to enhance the relationship between you and your tenant, by promoting the benefits of good practice in the management of all your properties.

Introduction to the Code

Section One:

The code contains a number of common sense undertakings to enable landlord and tenant to agree the way they wish to do business with one another. These undertakings are designed to be achievable by both landlords and tenants without significant expenditure of time and money and without prejudice to their respective legal rights.

To see the full code please refer to **section two** of this publication. Please read it carefully to decide whether you are able to give your commitment at this stage. For clarification on the clauses and guidance on meeting the standards turn to **section three** of this book. If you feel that as a landlord you comply with all the clauses of the code, then you may register your property.

Should we receive a complaint about a property we will undertake a full review of the complaint and give you an opportunity to respond. Sanctions will be taken against landlords who sign up to the code and are found to be in breach of any clauses.

We hope that you find this initiative useful. The code will continue to be reviewed on a yearly basis.

Landlord Obligations

Section Two:

Before Letting the Property the Landlord will:

- 1.1 provide accurate information and images relating to the property
- 1.2 ensure telephone calls are answered at times stated in advertisements
- 1.3 offer prospective tenants a viewing of the property, having due regard to the rights of existing tenants
- 1.4 not demand money before the creation of a letting agreement
- 1.5 issue clear written instruction for the payment of rent
- 1.6 issue a full set of the agreement/s to the tenant/s at the grant of the tenancy that is written in clear English in a typeset of not less than 10 points
- 1.7 ensure the letting agreement contains no clauses that conflict with the tenants' legal rights or the terms of this code
- 1.8 allow prospective tenants a minimum of 2 working days to consider the letting agreements before asking them to sign
- 1.9 ensure that the name and address of the landlord or agent acting on their behalf is stated in the letting agreement
- 1.10 serve the relevant notices on any incumbent tenant to ensure vacant possession is secured for the incoming tenant
- 1.11 clearly state who is responsible for the payment of all service charges
- 1.12 ensure there is a fully working fire detection system. Where the property has 6 or more bedrooms or comprises 3 or more floors the system must comprise of inter-linked mains-powered smoke detectors that conform to BS5839 9 part 1) and wired into the owners electricity supply
- 1.13 ensure that there is the provision of a fire blanket (BS EN 1869:1997) and fire extinguisher (BSEN3) in each kitchen

During and Throughout the Tenancy the Landlord will:

- 2.1 ensure that the property is in a good state of repair at the commencement of the tenancy
- 2.2 ensure the property is adequately furnished with items that comply with the Furniture and Furnishings (Fire Safety Amendment) Regulations 1988, 1989, and 1993
- 2.3 ensure there is a current inventory of contents provided with comments relating to their condition which allows tenants the opportunity to respond
- 2.4 provide adequate space and equipment, with the exception of utensils, for the storage, preparation and cooking of food for the number of occupants
- 2.5 ensure there is adequate floor space within each study/bedroom let
- 2.6 provide an adequate number of baths and/or showers and toilets suitable for the number of occupants
- 2.7 provide sufficient cleaning apparatus to enable the effective cleaning of the property
- 2.8 carry out repairs in full compliance with the provisions of section 11 of the Landlord and Tenant Act 1985 and sections 1 and 3 of the Defective Premises Act 1972
- 2.9 carry out repairs within reasonable times
- 2.10 give tenants at least 24 hours notification if access is required to the property and obtain permission before entering, except in the case of emergency
- 2.11 supply the tenants with guidance on the safe use of all cooking and heating appliances
- 2.12 ensure that the property is secure enough to enable tenants to insure their personal belongings
- 2.13 display the name and address and a contact telephone number within the property of the owner of the property or their managing agent including emergency out of hours contact numbers.
- 2.14 provide sufficient waste disposal containers for the number of occupants of the property
- 2.15 have a gas safety check carried out annually on each property in full compliance with the Gas Safety (Installation and Use) (Amendment) Regulations 2018
- 2.16 have the electrical installation (including wiring, switches, sockets and appliances provided by the landlord) checked and shown to be in a safe condition and good working order and supported by a certificate from a competent electrician who is a member of a nationally recognised body,
e.g. NICEIC. Any report should recommend how often the installation should

be re-inspected, subject to a maximum of 5 years

- 2.17 ensure that all electrical appliances are tested and shown to be in a safe condition
- 2.18 ensure that all repairs are carried out by a competent person
- 2.19 ensure that the exterior of the property is presentable so as not to detract from the overall look of the area

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- 2.20 ensure that the terms of the contract shall only be amended following receipt of the written consent of the tenant/s
 - 2.21 comply with appropriate legal procedures for the eviction of the tenant/s
 - 2.22 ensure that, where appropriate, the property is licensed with the Local Authority and complies with all conditions of said license
 - 2.23 ensure any deposits you may take are placed in a government recognised tenancy deposit protection scheme and ensure you inform tenants within 14 days of which tenancy deposit protection scheme you will be using, together with the appropriate contact details.
 - 2.24 ensure a full inventory is carried out at the start of the tenancy, including all appliances, furniture, fixtures and fittings along with the condition of each room. Both landlord and tenant/s should sign

At the End of the Tenancy the Landlord will:

- 3.1 provide the tenants with detailed information about the steps they need to take to avoid any part of their deposit being retained
- 3.2 comply with reasonable requests for a joint end of tenancy inspection of the property
- 3.3 give a written explanation to the tenants (including a copy of any invoice where appropriate) if any portion of the deposit is disputed and referred to the tenancy deposit protection scheme for arbitration.

At all times the Landlord will:

- 4.1 not demand money on an unreasonable basis (please be aware that a student's funding may be delayed)
- 4.2 issue written receipts for all cash transactions
- 4.3 ensure that they and their representatives comply with all legal responsibilities and behave at all times in a professional, polite, courteous and fair manner towards their tenants and prospective tenants
- 4.4 ensure that they or their representatives do not approach prospective tenants with the intention of persuading them to view their property/ies, within 100 metres of the Edge Hill Accommodation Office. Landlord should not be allowed to distribute posters in halls or campus to advertise vacancies in their property.
- 4.5 not re-direct students who contact them through Edge Hill University, to non registered properties
- 4.6 not re-direct students who contact them through Edge Hill University to non registered landlords
- 4.7 not discriminate against prospective tenants or tenants on the grounds of gender, sexual orientation, race, creed, disability or colour

Section Three:

Before Letting the Property the Landlord will:

1.1 Provide accurate information and images relating to the property

Purpose of the Clause

To prevent landlords gaining an unfair advantage by misrepresenting their properties to potential tenants.

Guidance

Any facility advertised should be available for the use of the prospective tenant. If there is any doubt landlords should not advertise the facility. For instance, where there is a telephone advertised it should be available for both incoming and outgoing calls. Any photographs, whether external, or internal or image that is used to promote a property, should only be of that particular property.

1.2 Ensure telephone calls are answered at times stated in advertisements

Purpose of the Clause

To prevent customers wasting their time by making calls that remain unanswered.

Guidance

Owners should make their best endeavours to ensure that, at the times stated on their accommodation forms, there is someone available to answer the telephone who can deal with the customer or an answer phone message.

1.3 Offer prospective tenants a viewing of the property, having due regard to the rights of the existing tenants

Purpose of the Clause

To prevent problems caused by tenants taking property, which they have not seen.

Guidance

Owners should allow prospective tenants a viewing of the property to ensure they can make the best decision, giving the tenants prior notice of any visit.

1.4 Not demand money before the creation of a letting agreement

Purpose of the Clause

To prevent an unfair balance of contract being created where the landlord has consideration from the tenant before an agreement has been reached.

Guidance

A letting agreement is created when the agreement has been reached and the terms of the agreement are understood by both sides. It is recommended that an agreement should be considered to be reached at the exchange of written contracts. However, it is also recognised that there will be instances where this is impracticable. For instance, where, after viewing, a tenant agrees terms over the telephone and contracts are exchanged through the post. Also, in cases where the tenant may wish to pay money to confirm an oral agreement.

1.5 Issue clear instructions for the payment of rent

Purpose of the Clause

To allow both parties to budget for the duration of the tenancy.

Guidance

A schedule of payment should be issued at the commencement of the tenancy or included in the letting agreement.

1.6 Issue a full set of the agreement/s to the tenant/s at the grant of the tenancy that is written in clear English and of a type size of not less than 10 points

Purpose of the Clause

To ensure letting agreements are understood by as wide a spectrum of the population as possible and to prevent discrimination against partially sighted people. Also, to prevent clauses being overlooked by the tenant by the use of small print. To ensure all tenants have a copy of their contract.

Guidance

The use of a standard tenancy agreement is recommended to allow tenants to have the comfort of knowing that no vested interest has been involved in its creation.

1.7 Ensure the letting agreement contains no clauses that conflict with the tenants' legal rights or the terms of this code

Purpose of the Clause

To prevent tenants from being confused as to their true rights and to ensure there is no breach of this code from the creation of the agreement.

Guidance

The use of a standard tenancy agreement is recommended.

1.8 Allow prospective tenants a minimum of 24 hours to consider the letting agreements before asking them to sign

Purpose of the Clause

To prevent tenants from signing contracts because they perceive that the landlord is putting them under pressure.

Guidance

Have ample copies of the proposed agreements available for tenants to consider while considering all other aspects of the property. It should be noted that tenants may not wish to take advantage of the 24 hours allowed.

1.9 Ensure that the name and address of the landlord or any managing agent acting on their behalf is stated in the letting agreement

Purpose of the Clause

To assist clear communications between landlords and tenants to ensure that disputes are more swiftly resolved.

Guidance

This is a legal requirement under section 48 of the 1987 Landlord and Tenant Act. Managing agents should also make it clear to tenants that they are responsible for all issues relating to the tenancy and the property to avoid accrediting decisions to the owner of the property.

1.10 Serve the relevant notices on any incumbent tenant to ensure vacant possession is secured for the incoming tenant

Purpose of the Clause

To ensure vacant possession for the incoming tenant.

Guidance

Landlords should make best use of diaries to ensure that at sign up they pencil in when notices should be served to bring the tenancy to an end. Notices should be served not less than 2 months before the end of the tenancy.

1.11 Clearly state who is responsible for the payment of all service charges that are levied against the property

Purpose of the Clause

To avoid disputes arising from a lack of communication around responsibilities.

Guidance

These responsibilities will be outlined on the Edge Hill University accommodation form, but landlords should also include this information in the letting agreement.

1.12 Ensure there is a fully working fire detection system, Where the property has six or more bedrooms or comprises of three or more floors the system must comprise of inter-linked mains-powered smoke detectors that conform to BS5839 (Part 1) and wired into the landlord's electricity supply

Purpose of the Clause

To ensure the provision of suitable fire safety measures within the property.

Guidance

Landlords should ensure the fire detection system is fully working at the commencement of the tenancy and that instructions for its proper use are provided. Any reports of disrepair should be attended to promptly. Regular servicing is recommended.

1.13 Ensure that there is the provision of a fire blanket (BS EN 1869:1997) and fire extinguisher (BS EN3) in each kitchen

Purpose of the Clause

To ensure the provision of suitable fire safety measures within the property.

Guidance

Landlords should ensure the equipment is fully working at the commencement of the tenancy and that instructions for their proper use are provided. Any reports of problems should be attended to promptly.

During and Throughout the Tenancy the Landlord will:

2.1 Ensure that the property is in good state of repair at the commencement of the tenancy

Purpose of the Clause

To ensure that all the commitments given by the landlord before the commencement of the tenancy are fulfilled.

Guidance

Landlords should ensure that in attempting to let the property they do not exaggerate or embellish what is being offered. It is imperative that all promises made to tenants are honored. In the event of tenants suffering inconvenience due to works being completed whilst the tenants are in occupation or where occupation is delayed, suitable compensation should be agreed.

2.2 Ensure the property is adequately furnished with items that comply with the Furniture and Furnishings (Fire Safety Amendment) Regulations 1988, 1989 and 1993

Purpose of the Clause

To improve fire safety and to meet current legal requirements.

Guidance

These regulations specify the materials that must be used in the furniture in all rented accommodation. For further information on these regulations you should telephone the Lancashire Trading Standards Office on **01772 533569**.

2.3 Ensure there is a current inventory of contents provided with comments relating to their condition which allows tenants the opportunity to respond

Purpose of the Clause

To avoid disputes at the end of the tenancy relating to responsibility for any damage.

Guidance

At the commencement of the tenancy an inventory of all goods and furnishings provided by the landlord should be given to the tenants. Once tenants have commented on the inventory a copy should be kept for each room/property. Where there is a disagreement over the condition of an item on the inventory an attempt should be made to resolve that disagreement but failing that a note of the issue of disagreement should be made.

2.4 Provide adequate space and equipment, with the exception of utensils, for the storage, preparation and cooking of food for the number of occupants

Purpose of the Clause

To prevent fire hazards being created and to assist the smooth running of the household.

Guidance

For up to five people a kitchen should be no less than 7 square metres in size, for six to ten people this should be increased to 10 square metres. For up to five students a work surface of 1.2 metres (not including draining board) 2 twin 13 amp power socket outlets adjacent to the work surface; a cooker with 4 rings, oven and grill; a sink with a drainage; food storage cupboards to allow 0.16 cubic metre capacity per person and suitably sized refrigerators (0.15 cubic metres capacity per person) should be provided.

2.5 Ensure there is adequate floor space within each study/bedroom let

Purpose of the Clause

To ensure adequate space for private and quiet study and to ensure compliance within the Environmental Health minimum standards of fitness for shared houses.

Guidance

Each study/bedroom let should be a minimum of 10 square metres in size and no room should be less than 1.8 metres across at the narrowest point.

2.6 Provide an adequate number of baths and/or showers and toilets suitable for the number of occupants

Purpose of the Clause

To ensure compliance with the Environmental Health minimum standards of fitness for shared houses.

Guidance

There should be one bath/shower room and toilet for every five students or part thereof.

2.7 Provide sufficient cleaning apparatus to enable the effective cleaning of the property

Purpose of the Clause

To enable the effective cleaning of the property.

Guidance

A vacuum cleaner or carpet sweeper, mop and bucket, a dust pan and brush should be provided for each group of students. This apparatus should be in working order and of a reasonable standard.

2.8 Carry out repairs in full compliance with the provisions of section 11 of the Landlord and Tenant Act 1985 and sections 1 and 3 of the Defective Premises Act 1972

Purpose of the Clause

To ensure that the structure and the exterior of the property are kept in good order.

Guidance

These acts relate to the fitness of the building and the arrangements for carrying out works on a property. The acts can be purchased from any HMSO publications outlet. You can also telephone the West Lancashire Borough Council Environmental Health Department on **01695 577177**.

2.9 Carry out repairs within reasonable times

Purpose of the Clause

To ensure that repairs are completed within reasonable times.

Guidance

Priority One - Emergency Repairs: Any repairs which are required to avoid a danger to health, risk the safety of residents or serious damage to buildings or residents' belongings should be completed within 24 hours.

Priority Two - Urgent repairs: Repairs to defects which materially affect the comfort or convenience to the residents should be completed within 5 working days of the report of the defect.

Priority Three - Planned programmes of repair/improvement and cyclical repairs programmes. Maintenance and servicing tasks which can be carried out in a planned and cyclical manner such as gas servicing, gutter and window cleaning, interior and exterior painting should be carried out with due regard to the convenience of occupants.

2.10 Give tenants at least 24 hours notification if access is required to the property and obtain permission before entering, except in the case of an emergency

Purpose of the Clause

To ensure that the conduct of all affairs between the tenant and landlord are carried out at the convenience of both parties.

Guidance

Even if a good relationship is created between tenants and landlords it is recommended that 24 hours' notice is given. This will prevent the relationship from deteriorating. Where possible it is recommended a tenant be present when a landlord enters the property. The practice of calling at a property unannounced at unsociable hours will be viewed in a very serious light.

2.11 Supply the tenants with guidance on the safe use of all cooking and heating appliances

Purpose of the Clause

To ensure the safe use of all appliances in the property.

Guidance

Landlords should explain how to use the appliances at the hand over of the property. Where possible manufacturers instructions or a guide written by the landlord should be made available to tenants.

2.12 Ensure that the property is secure enough to enable tenants to insure their personal belongings

Purpose of the Clause

To safeguard tenants personal belongings.

Guidance

We encourage all landlords to fit front and back doors of solid construction with quick release 5 lever mortice locks and sliding bolts. All ground floor windows should be fitted with window locks, all ground floor windows to the rear of the property should be fitted with quick release bars. Burglar alarms are also recommended.

2.13 Display your name, address and a contact telephone number within the property or that of your managing agent or maintenance representative who can be contacted out of hours.

Purpose of the Clause

To inform tenants who is responsible for the property and to ensure that they can be contacted, especially in the case of an emergency.

Guidance

It is recommended that the details be displayed on an A4 sheet by the main exit. It is also suggested that the details be mounted in such a way as to prevent their being defaced.

2.14 Provide sufficient waste disposal containers for the number of occupants of the property

Purpose of the Clause

To prevent the build up of large amounts of rubbish outside the property causing a fire hazard and public health hazard.

Guidance

It is recommended that refuse storage containers be provided in line with the requirements of the local refuse collection service. Waste bins should also be provided within shared kitchens. It is recommended that the landlord provide details relating to refuse collection dates.

2.15 Have gas safety checks carried out annually on each property in full compliance with the Gas Safety (Installation and Use) (Amendment) Regulations 2018

Purpose of the Clause

To comply with the current regulations and to prevent instances of carbon monoxide poisoning.

Guidance

At the expiry of a Gas Safety Certificate a landlord has two weeks to have a new safety check done. Any GAS SAFE registered installer can carry out the work as long as they are covered for the appropriate appliances within the property.

2.16 Have the electrical installation (including wiring, switches, sockets) checked and shown to be in a safe condition and good working order and supported by a certificate from a competent electrician who is a member of a nationally recognised body e.g. NICEIC. Any report should recommend when the installation should be re-inspected, subject to a maximum of 5 years

Purpose of the Clause

To ensure the safety of electrical wiring.

Guidance

In order for an electrician to certify that the electrical installation and appliances are in a safe condition and good working order, they must be registered with NICEIC or another nationally recognised body. It is the responsibility of the landlord to ensure that the person carrying out the works are registered with an appropriate body. The electrician would need to provide documentation in order to prove they were competent.

2.17 Ensure that all electrical appliances are tested and shown to be in a safe condition

Purpose of the Clause

To ensure that all appliances provided by the landlord are in a safe condition.

Guidance

The Electrical Equipment (Safety) Regulations 1994 require landlords to ensure the appliances they provide are safe to use when first supplied. Each time the property is re-let, it will be classed as supplying to that tenant for the first time. Landlords therefore need to maintain the electrical equipment they supply, taking reasonable practical precautions to ensure the appliances are safe. A combination of visual inspection, and formal inspection and testing by a competent person, should achieve this. It is recommended these inspections should take place annually, preferably during the summer vacation, as a part of a planned maintenance programme.

2.18 Ensure that all repairs are carried out by a competent person

Purpose of the Clause

To prevent tenants being put at risk when repairs are completed that are not to the required standard.

Guidance

Landlords will have to judge when a repair requires a qualified trades person or a competent trades person. Qualified trades people should be used to undertake all repairs involving electrical or gas installations or the structure of the property.

2.19 Ensure that the exterior of the property is presentable so as not to detract from the overall look of the area

Purpose of the Clause

To ensure that, the student properties do not detract from the overall appearance of an area to enhance relations with the local community. Also to prevent student properties being targeted by criminals.

Guidance

Landlords should draw up a programme of cyclical works to ensure that exterior works are carried out within reasonable time scales.

2.20 Ensure that the terms of the contract shall only be amended following receipt of the written consent of the tenant/s

Purpose of the Clause

To avoid disputes as to the contents of the contract.

Guidance

Should the landlord require an amendment to the contract they should put the suggested change to the tenant/s in writing. Written consent should be obtained before any changes are made.

2.21 Comply with appropriate legal procedures for the eviction of tenant/s

Purpose of the Clause

To avoid landlords breaking the law.

Guidance

Landlords should take appropriate legal advice when seeking to evict a tenant.

2.22 Ensure that, where appropriate, the property is licensed with the Local Authority and complies with all conditions of said license

Purpose of the Clause

To ensure landlords comply with legislation and that tenants have the confidence their property has been appropriately assessed.

Guidance

The Environmental Health Department of the Local Authority where the property is situated will provide advice on which properties require licensing and advice and support on the licensing application process.

Section Five:

At the End of the Tenancy the Landlord will:

3.1 Provide the tenants with detailed information about the steps that they need to take to avoid any part of their deposit being retained

Purpose of the Clause

To reduce the number of disputes that arise from disagreements over the retention of all or part of a deposit.

Guidance

Use the original inventory to show any damage that may have been caused during the tenancy. It may be necessary to inspect the property in good time prior to the end of the contract to take account of tenants leaving at different times and to give them adequate time to rectify problems. Always remember to give tenants adequate notification of proposed inspection dates.

3.2 Comply with reasonable requests for a joint end of tenancy inspection of the property

Purpose of the Clause

To reduce the number of disputes that arise from disagreements over the retention of all or part of a deposit.

Guidance

Use the original inventory and notes from previous inspections to show any damage that may have been caused during the tenancy. If there is any dispute regarding return of the deposit, explain the steps you will need to take in relation to informing the tenancy deposit protection scheme of the details of the dispute.

3.3 Give a written explanation to the tenants (including a copy of any invoice where appropriate) if any portion of the deposit is disputed and referred to the tenancy deposit protection scheme for arbitration.

Purpose of the Clause

To avoid disputes arising from the retention of deposits.

Guidance

Landlords must give a detailed written breakdown and copies of all relevant invoices in relation to claimed deductions from deposits.

Section Six:

At all times the Landlord will:

4.1 Not demand money on an unreasonable basis

Purpose of the Clause

To deter the practice of charging additional fees which do not appear on a landlord's advertisement or which are not the tenants responsibility.

Guidance

All a landlord's costs apart from damage caused by the tenants should be met from the tenants rental payments. Any other charges should be clearly stated in the property advertisement and the contract and should be directly related to any costs incurred.

4.2 Issue written receipts for all cash transactions

Purpose of the Clause

To prevent disputes later in the tenancy about what money has been paid and for what purpose.

Guidance

Always detail what the money is being paid for on receipt.

4.3 Ensure that they and any of their representatives comply with all legal responsibilities and behave at all times in a professional, polite, courteous and fair manner towards their tenants and prospective tenants

Purpose of the Clause

To ensure landlords comply with all of their legal obligations and deal with their tenants in an appropriate manner at all times.

Guidance

Landlords should consider drawing up their own policy document on dealing with their tenants and effectively communicating this to all of their employees, representatives and contractors.

4.4 Ensure that they or their representatives do not approach prospective tenants with the intention of persuading them to view their property/ies on Edge Hill campus.

Purpose of the Clause

To avoid any undue pressure or the appearance of undue pressure being put on prospective tenants.

Guidance

Landlords should not put up posters or leaflet around Edge Hill Campus.

4.5 Not re-direct students who contact them through Edge Hill University to non-registered properties

Purpose of the Clause

To ensure no students are misled as to the status of the property.

Guidance

Landlords should aim to register all student properties that comply with this Code of Practice with Edge Hill University. As soon as a property has been let the landlord should inform Edge Hill University by phone, email or letter.

4.6 Not re-direct students who contact them through Edge Hill University to non-registered landlords

Purpose of the Clause

To ensure no students are misled as to the status of the property.

Guidance

Landlords should re-direct students back to Edge Hill University if their property/ies have been let. As soon as a property has been let the landlord should inform Edge Hill University.

4.7 Not discriminate against prospective tenants or tenants on the grounds of gender, sexual orientation, race, creed, disability or colour

Purpose of the Clause

To ensure fair and equal access to accommodation regardless of a person's race, creed, colour, ethnic origin, gender, disability or sexual orientation.

Guidance

Landlords should consider drawing up an equal opportunities policy and communicating it to all their employees, representatives and contractors.

Last reviewed November 2019



