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1	28 February 2019	Liz Hellier		Initial Creation
2	11/03/2020	Liz Hellier	Version 1	Removed section on staff as landlords
3	18-08-20	Liz Hellier	Version 2	Updated Responsibility wording and Systems to reflect new website. Disclaimer updated and removed reference to a/c list.



# HE ACCOMMODATION POLICY & PROCEDURE (PRIVATE SECTOR)

Covering sites:

Cornwall College, Camborne

Duchy College, Rosewarne

Eden Project

Falmouth Marine School

Cornwall College, Newquay

## **Purpose**

To provide an efficient and responsive service to university level enquirers, applicants, students and parents/guardians, ensuring they are given the opportunity to access accommodation information and advice to assist with the university application to Cornwall College and during their time of study with the College.

## **Applies to**

All university enquirers, applicants, students and parents/guardians

## **Responsibility**

HE Accommodation Development Officer (HE Operations): for the annual review of this policy/procedure and related guidance as published on the Cornwall College website.

- i. HE Accommodation Development Officer (HE Operations): processing of accommodation enquiries for university level enquirers, applicants, students and parents/guardians at Cornwall College Camborne, Duchy College Rosewarne, Eden Project, Falmouth Marine School, Cornwall College Newquay.
- ii. Visit properties
- iii. Maintain and update list of student accommodation.
- iv. Liaise with internal and external agencies.
- v. Assist students with their searches and provide appropriate guidance whilst maintaining a duty of care

## **Processes and Documentation**

### **General Principles**

- i. The College is committed to providing accurate advice and details about accommodation in the private sector for those enquiring/entering at university level.
- ii. The College reserves the right to refuse to add properties/landlords to the University Accommodation list and remove properties/landlords from the University Accommodation list at the discretion of the HE Accommodation Development Officer.
- iii. Ensuring all advertising publications, website and digital media are providing up to date information on all aspects of university level accommodation within the private sector.

### **Enquiries**

- i. To respond to all enquiries in a timely manner
- ii. To guide enquirers, applicants, students, parents and guardians to the appropriate accommodation information (appx. 2 & 7)
- iii. To guide accommodation providers in accordance with our requirements for HE private sector student accommodation (Appx. 3)

### **Systems**

- i. The University Accommodation list is updated by the HE Accommodation Development Officer on a weekly basis to the Cornwall College website.

### **Processing of enquiries**

- i. Enquiries are received via telephone, email, Facebook and referral from Cornwall College staff.
- ii. Upon receipt of an enquiry an email is sent to the enquirer with a link to the University Accommodation list on the Cornwall College website and the offer of further assistance from the HE Accommodation Development Officer.
- iii. Enquirers/student details are added to a spreadsheet.

### **Processing of enquiries from accommodation providers**

- i. Enquiries from accommodation providers are received by telephone, email and referral from Cornwall College staff.
- ii. Upon receipt of an enquiry an email is sent to the accommodation provider introducing/confirming the role of the HE Accommodation Development Officer and arranging an informal visit where possible to view the property and meet the accommodation provider. Bookings are made on the HE Accommodation Development Officer's Outlook calendar which is shared with the HE Admissions Manager. The address and contact number of the accommodation provider are recorded within this calendar.
- iii. HE Accommodation Development Officer advises HE Admissions Manager of visits by text (entering and leaving the property) as per Risk Assessment (Appx. 8).
- iv. The HE Accommodation Development Officer visits the property and meets the accommodation provider and completes an informal checklist (Appx. 5 & 6).
- v. The HE Accommodation Development Officer gives verbal confirmation on suitability/unsuitability of the property. If suitable details are then added to the University Accommodation list and confirmed by email to the accommodation

provider when this has taken effect. In the case of unsuitability the provider will be notified accordingly.

- vi. If permission is received from the accommodation provider the property is advertised on Facebook – Cornwall College - HE Accommodation and closed Facebook pages for individual sites where these exist. The following disclaimer is displayed with the Facebook postings and HE Accommodation list.

*Please note that the accommodation list is made available to you free of charge. Cornwall College has compiled the list to assist you with securing accommodation close to our academic hubs. The Cornwall College Group does not guarantee that the properties are safe or meet your requirements. This is not a vetted or approved list. You must rely upon your own inspection and enquiries. We do not recommend that you secure a property and sign into a tenancy agreement without first having viewed it. Should you have any queries about the tenancy, you should take your own independent legal advice. The Cornwall College Group accepts no responsibility for any losses or damage arising to any student or student's property as a result of securing accommodation in a property which is included in this accommodation list. The Cornwall College Group has the right to remove any property from this list should any relevant concerns be brought to attention.*

- vii. The checklist (Appx. 5 & 6) is saved electronically in HE Ops/NEW HE OPERATIONS FILING SYSTEM/Accommodation/Landlord visits.
- viii. The University Accommodation website is updated with the new property information.
- ix. Follow-up informal landlord visits will take place 12-24 months from initial visit.

### **Correspondence to enquirers/students**

- i. All correspondence to enquirers/students is electronic (if no email address has been specified, then general correspondence will take place by post).
- ii. Students are advised that the list of accommodation is made available to them free of charge. The Cornwall College Group has taken reasonable steps, within the financial constraints imposed on it, to visit properties offered for letting by private landlords. However, it cannot guarantee that the properties are safe or meet their requirements and the The Cornwall College Group accepts no responsibility. Students are advised that they must rely on their own inspection and enquiries. We do not recommend that students secure a property and sign into a tenancy agreement without first having viewed it.
- iii. Enquiries for accommodation are followed up by email within a reasonable timeframe.

### **Correspondence to accommodation providers**

- i. All correspondence to accommodation providers is electronic (if no email address has been specified, then general correspondence will take place by post).

## **Drugs Policy**

The Cornwall College Group has a zero tolerance policy on drugs. In relation to accommodation we have a duty of care to our students and for the reputation of the college must be seen to act upon any information, take appropriate advice and deal with accordingly. As a consequence we will have no choice but to remove your property from our University accommodation listing.

## **GDPR Policy**

Landlords are asked to consent to the processing of their personal data in line with the Cornwall College Commercial Privacy Notice available at <https://www.cornwall.ac.uk/governance/your-information/>

Please see Appendix 8 for details of the HE Operations Department Policy and timescales for retention of accommodation data.

## **Joining Instructions**

Joining instructions are collated by the HE Admissions team and emailed/posted out to applicants at the end of July/beginning of August. The instructions include the HE Accommodation Advice Guide with contact details for the HE Accommodation Development Officer.

## **Disabilities**

Students declaring they have a disability are considered equally and the HE Accommodation Development Officer will endeavour to direct learners towards appropriate living spaces that fit their needs and requirements and liaise with providers and advise where necessary should any equality and diversity situations arise. The HE Accommodation Development Officer will work with the HE Learning Support Lead.

## **Related Documents**

Appx. 1	Student intro letter (electronic version)
Appx. 2	HE Accommodation Guide 2018/2019
Appx. 3	Landlord Information Pack
Appx. 4	Landlord intro letter (electronic version)
Appx. 5	Checklist for new landlord
Appx. 6	Web listings
Appx. 7	Risk Assessment (paper format and electronic via website) <a href="https://intranet.cornwall.ac.uk/college_systems/risk%20assessments/form_view.aspx">https://intranet.cornwall.ac.uk/college_systems/risk%20assessments/form_view.aspx</a>
Appx.8	GDPR HE Ops Departmental Policy