



YOUR Property our Priority



Information Handbook



Student Accommodation –
Abington Square Court



34 Kettering Road
Northampton
NN1 4AH

Welcome to Student Accommodation — Abington Square Court

Welcome to your new home.

Student Accommodation — Abington Square Court is purpose-built, professionally managed student accommodation in Northampton, providing 35 ensuite student rooms. The property is owned by Northampton Homes for Students Ltd and managed by Unite Property Management & Lettings Limited. Website: www.northamptonhomesforstudents.co.uk

ASC is intended to operate as student-only accommodation. Residents may be asked to provide evidence of student status, course enrolment or intended enrolment.

We aim to provide a safe, supportive and comfortable environment where you can study, relax, form friendships and feel at home.

ASC is HMO-registered/licensed and DASH-registered. The building is operated as student accommodation and is subject to applicable planning, building control, HMO, fire safety, housing management and local authority requirements. ASC is managed in line with professional student accommodation standards. Residents are expected to follow the building rules, safety instructions, fire procedures, cleaning and waste requirements, guest rules, access-control rules and reasonable management instructions issued by UPML.

Resident approach

We ask all residents to treat their Room, flatmates, staff, contractors, visitors and neighbours with respect. The rules in this handbook support safety, comfort, hygiene and proper management of the building.

Contact Directory

Please use the current Contact Directory for UPML office hours, email addresses, WhatsApp details, reporting routes and emergency information. UPML may update the Contact Directory from time to time without reissuing the full handbook.

How to write your address

Please include your full name, flat and room number before the building address:

[Your Name], Flat [], Room [], Student Accommodation — Abington Square Court, 34 Kettering Road, Northampton, NN1 4AH.

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How this handbook works

This handbook summarises day-to-day resident information. It sits alongside your occupancy/licence agreement, booking information, building notices and any reasonable safety or management instructions issued by UPML.

Contact Directory

Use the correct route so that enquiries, repairs, emergencies and complaints are handled quickly and recorded properly.

Contact Directory	Details
Office hours	Monday–Friday, 09:00–17:00 , excluding bank holidays
Main office	01604 300758 — office/general enquiries during office hours
Website	www.northamptonhomesforstudents.co.uk
General / admin	admin@unitepropertymanagementandlettings.com
Lettings	enquiries@unitepropertymanagementandlettings.com
Repairs	repairs@unitepropertymanagementandlettings.com
Rent/accounts	accounts@unitepropertymanagementandlettings.com
WhatsApp notification	07793 777503 — may be used to notify UPML out of hours or to send photographs, videos or updates. Messages will normally be reviewed when staff are next available.
Emergency services	For fire, serious injury, immediate danger, major flooding, electrical danger or serious security incidents, call 999 first .
ASC emergency arrangements	ASC's fire alarm system is monitored 24/7 . Emergency response arrangements are in place where required. UPML receives alerts through the agreed emergency notification process
Non-emergency matters	Non-emergency repairs, room faults, pest reports, cleaning issues, rent queries and general accommodation matters will normally be reviewed on the next working day.
Lockouts / lost access cards	Office hours only. Contact UPML by email or WhatsApp. Resident verification is required. Replacement, attendance or access charges will apply. Out-of-hours lockout assistance is not normally available unless there is an immediate safety or security emergency.
Police non-emergency	101
NHS non-emergency	111
Gas emergency	0800 111 999 if gas is suspected. ASC student accommodation has no gas appliances.
Power cut	105 for a whole-building power cut. Report room/flat electrical faults as repairs
Local community police / PCSO	PCSO Sammy Church — sammy.church@northants.police.uk . For non-emergency community policing concerns only

For any immediate risk to life or safety, or serious damage to the building, call **999** first. Notify UPML once it is safe to do so.

Occupancy Agreement, Accommodation Fee and Student Finance

Your occupancy/licence agreement confirms your Room, agreement dates, accommodation fee, payment dates, deposit and other key terms. Please read it carefully before signing.

Student-only accommodation

- Residents must be students or intending students during their period of occupation.
- You may be asked to provide evidence of student status, course enrolment, intended enrolment or Student Finance entitlement.
- Where a guarantor is required, the guarantor process must be completed before occupation unless UPML agrees otherwise in writing.
- Right to Rent and identity checks must be completed where required.
- UPML may use a third-party referencing and checks provider, such as The Letting Hub, to carry out student status, identity, Right to Rent, guarantor, affordability, and related checks. Applicants and guarantors may be asked to upload information directly to that provider's secure platform.

Reservation and booking information

A room may be reserved by paying the reservation payment stated in the booking information. The standard reservation payment is currently £150 and is subject to contract, student-status checks, Right to Rent checks, guarantor/affordability checks and completion of required documentation. If the booking proceeds, the payment will be credited as stated in the booking information.

Student finance and payment planning

Most residents use Student Finance England maintenance loans or other support to help meet accommodation costs. UPML may ask for a current Student Finance England award letter, guarantor details or other evidence of how the accommodation fee will be funded. This is to support transparent payment planning and reduce the risk of payment difficulty. If you anticipate any difficulty, contact UPML as early as possible.

Fair allocation and equality

UPML allocates rooms and manages applications fairly and in accordance with the Equality Act 2010. Applicants and residents will not be treated less favourably because of protected characteristics. Rooms are offered subject to availability, student-status checks, Right to Rent/identity checks, guarantor or affordability checks where required, and completion of booking and occupancy documentation. Where an applicant or resident identifies an accessibility need, UPML will consider reasonable adjustments and room suitability on a case-by-case basis.

Deposit protection

Where a deposit is taken, UPML will protect it in a government-approved tenancy deposit scheme within the required timescale and provide the resident with the relevant deposit protection information. At the end of the occupation, any proposed deductions will be based on the occupancy agreement, check-in/check-out records, evidence of loss, damage, or missing items, cleaning, waste removal, or unpaid sums, where applicable. Deposit returns and disputes will be handled through the relevant deposit scheme process.

Important

The website, booking information, licence/occupancy agreement and this handbook should be read together. If there is any inconsistency, the signed agreement takes priority.

Payment Quick Guide and Council Tax

Payment detail	Information
Account name	Unite Property Management & Lettings Limited
Bank	Lloyds Bank
Sort code	30-54-66
Account number	35909260
Payment reference	ASC[FLAT][ROOM][SURNAME][PAYMENT#]
Example	ASCF1R2SMITH01
If someone else pays	They must use the resident's flat, Room, surname and payment number reference.

- Always use the correct payment reference format: ASC[FLAT][ROOM][SURNAME][PAYMENT#].
- If a parent, guarantor or another person pays on behalf of a resident, they must use the resident's flat, Room, surname and payment number reference.
- Please do not use only a first name, nickname, payer's name, "rent" or a reference that omits the flat/room/payment number.
- Keep payment confirmations and send them to accounts@unitepropertymanagementandlettings.com if requested. Your agreement and booking confirmation set out the due dates and amounts.

Council tax

- Full-time students are usually exempt from Council Tax.
- You must request a Council Tax Exemption Certificate from your university and email it to counciltax@westnorthants.gov.uk.
- When emailing the Council, you must cc UPML at admin@unitepropertymanagementandlettings.com so our records can be updated.
- If the Council Tax exemption is not provided, the Council may contact or bill you directly.

House and Building Rules

Living at ASC means sharing space with others. These rules help keep the building safe, comfortable, respectful and properly managed.

- Follow all notices displayed in bedrooms, kitchens, corridors, communal areas and entrances.
- Be considerate to flatmates, neighbours, staff, contractors and visitors.
- Keep noise low between 23:00 and 07:00.
- Do not cause nuisance, harassment, intimidation, abuse, discrimination or distress to others.
- Guests are allowed only on a short-term, occasional basis. You are responsible for your guests at all times.
- Overnight guests are only permitted with UPML's prior written agreement.
- The entire building and grounds are a no-smoking/no vaping zone.
- Fire exits, corridors, stairwells, entrance areas and escape routes must be kept clear at all times.

Respectful living

ASC is intended to be a safe, respectful and inclusive student living environment. Harassment, discrimination, bullying, intimidation, abuse or behaviour that causes distress to others will not be tolerated.

Failure to follow building rules, safety notices, or reasonable management instructions may result in the recovery of reasonable and evidenced costs, including loss, damage, call-out charges, contractor attendance, cleaning, fire alarm attendance, or other avoidable costs.

Cleaning, Waste, Kitchens and Pest Prevention

Rooms and bathrooms

- Residents are responsible for keeping their own Room, ensuite/bathroom and belongings clean, tidy and hygienic.
- Report leaks, mould, damage, pests or hygiene issues promptly through the routes set out in the Contact Directory, with photos where helpful.
- Do not allow rubbish, food waste, dirty dishes, expired food or belongings to build up in rooms, ensuites, kitchens or shared areas.

Shared kitchens

- Clean up after each use and leave appliances, worktops, sinks and floors ready for the next resident.
- Cooking must not be left unattended. Use the push-button hob timer where fitted.
- Ensure adequate ventilation while cooking.
- Keep kitchen space obstruction-free and regularly remove expired or mouldy food from fridges.
- Kitchens and communal areas may be checked regularly as part of hygiene, safety and building-management checks.

Waste and pest prevention

- Bag waste securely and take it to the external bin area provided. Double-bag food waste where needed to avoid leaks, smells, ants, pests and vermin.
- Do not leave rubbish in rooms, kitchens, corridors, stairwells, entrances, outside flat doors, outdoor seating areas or other external areas.
- Food waste, rubbish, dirty dishes and unclean surfaces can attract pests, insects and vermin.
- Where extra cleaning, litter picking, waste removal, pest treatment, contractor attendance, or management time is required because of resident misuse, poor hygiene, or failure to follow instructions, reasonable evidenced costs may be recovered.

Outdoor areas

Outdoor seating and external areas must be kept clean and free from food, litter, bottles, cans, cigarette ends and rubbish. Food and litter left outside can attract ants, pests, and vermin, potentially affecting residents and neighbours. Residents must clear up after use and dispose of rubbish in the designated bins.

Failure by a resident or their guest to keep the outdoor area clean, or misuse of the outdoor area, may result in the recovery of cleaning or waste removal costs. UPML may also temporarily close the outdoor area or restrict access for any resident who is responsible for misuse, nuisance, damage, or repeated failure to follow the rules.

Bin store access

Residents must take waste to the provided external bin area. The gate/access code will be provided separately to residents and must not be shared with non-residents.

Management inspections

UPML may inspect rooms and ensuites twice per year on at least 48 hours' notice, except in an emergency or where urgent access is reasonably required. Residents do not need to be present, and inspections may proceed once notice has been given. Kitchens and communal areas may be checked more regularly.

Fire Safety and Evacuation

Fire safety is a top priority at ASC. The building has a Category L1 fire alarm system and a sprinkler system. Residents must follow all fire safety instructions and evacuation notices.

Fire Alarm Testing

- A routine fire alarm test is normally carried out weekly, with the day/time confirmed on WhatsApp.
- During the routine test, the alarm will sound briefly. You do not need to evacuate unless instructed to do so.
- At any other time, if you hear the alarm, you must evacuate immediately and follow the fire procedure.

Evacuation

- Leave quickly and calmly by the nearest safe exit.
- Do not stop to collect belongings.
- Close doors behind you where safe to do so.
- Go directly to the assembly point outside The Gym Group, Kettering Road, opposite ASC.
- Follow instructions from UPML, the appointed response contractor or emergency services.

Fire doors and equipment

- Fire doors must remain closed. Never wedge them open.
- Do not tamper with smoke detectors, heat detectors, sprinklers, alarm devices, door closers or emergency releases.
- Do not hang items from detectors, pipes, sprinkler fittings or fire doors.

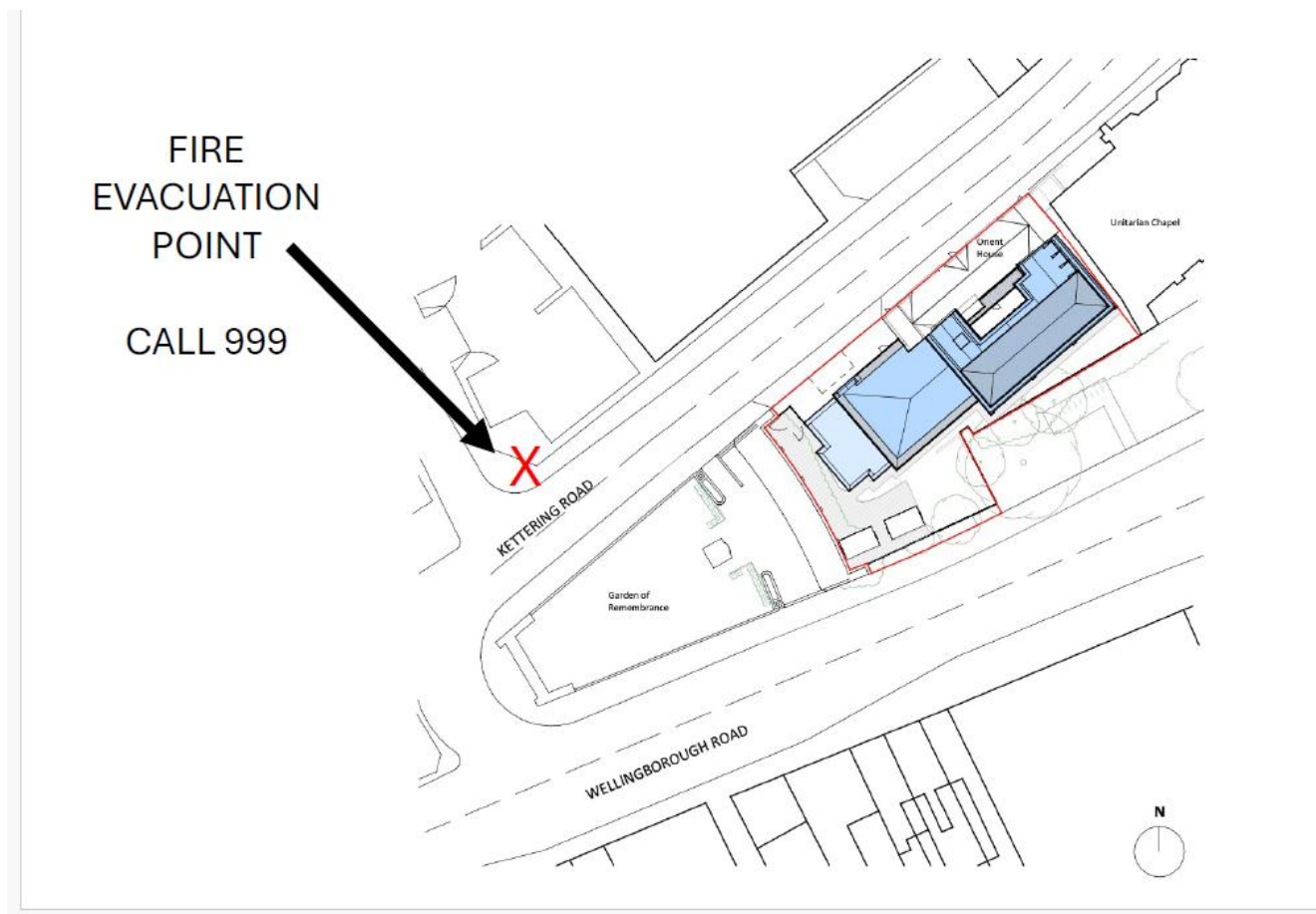
If you discover or suspect a fire, you must:

1. Raise the alarm immediately by activating the nearest red manual fire alarm call point, where it is safe to do so.
2. Call 999 and state:
"Fire at Student Accommodation — Abington Square Court, 34 Kettering Road, Northampton, NN1 4AH."
3. Leave by the nearest safe exit and go to the fire assembly point.
4. Do not return to the building until the Fire Service or authorised personnel tell you it is safe to do so.
5. Notify UPML once you are safe.

Manual fire alarm call points must be used only when there is a suspected or actual fire. Misuse or malicious activation of the fire alarm system is a serious safety matter and may result in costs being recovered and further action being taken.

Fire / Flood Evacuation Map

Assembly point: outside The Gym Group, Kettering Road, opposite Student Accommodation — Abington Square Court.



Emergency reminder

Call 999 in an emergency. Do not re-enter the building until emergency services, UPML or the appointed response contractor confirms it is safe.

General Health and Safety and Prohibited Items

General safety

- Report hazards such as loose flooring, damaged fixtures, blocked exits, leaks or faulty alarms promptly.
- Do not tamper with electrical sockets, wiring, heating controls or safety equipment.
- Only use appliances that are safe, undamaged and suitable for domestic use.
- Do not overload sockets, use unsafe adapters or daisy-chain extension leads.

Prohibited bedroom items

For fire safety, electrical safety and building management reasons, cooking appliances and high-load appliances must not be used or stored in bedrooms.

- Prohibited items include kettles, toasters, microwaves, air fryers, rice cookers, slow cookers, hot plates, grills, portable induction hobs, portable heaters, oil-filled radiators, heated clothes airers, portable AC units, unapproved high-output dehumidifiers, e-bikes, e-scooters, associated batteries, gas canisters, fireworks, candles and naked flames.
- UPML may require prohibited items to be removed immediately. Where reasonably necessary for safety, items may be disconnected, removed or stored pending collection.
- Reasonable and evidenced handling, storage, attendance, contractor or disposal costs may be recovered where a breach causes cost or risk.

Gas and leaks

- There are no gas appliances in the student accommodation.
- If you smell gas anywhere on site, call 0800 111 999 and notify UPML immediately.
- For water leaks or flooding, stop the flow if safe, move belongings, report immediately and call 999 if there is a serious electrical or safety risk.

Repairs and Fault Reporting

Please report repairs and faults promptly so that the issue can be logged, assessed, and, where required, allocated to an approved contractor or support provider.

Reporting route	Use the repairs route set out in the Contact Directory.
What to include	Name, flat/room number, clear description, photographs/videos where helpful, access availability where required and whether the issue is ongoing, affecting safety or causing damage.
Immediate danger	Call 999 first. Then notify UPML through the route in the Contact Directory once safe.
Out-of-hours notification	WhatsApp/email may be used to leave information for UPML. Non-emergency matters will normally be reviewed on the next working day.

When reporting, include

- Your floor, flat and room number.
- A clear description of the issue.
- Photos or videos where helpful.
- Whether the issue is ongoing, affecting safety or causing damage.
-

Type of issue	Target response / triage
Emergency	Same day / as soon as reasonably practicable
Urgent	Within 24 hours
Routine	Within 5 working days

UPML aims to respond to repair and maintenance reports according to priority. The times below are target response/triage times, not guaranteed repair completion times.

A response may include acknowledging the report, requesting further information, requesting photographs or videos, arranging access, instructing a contractor, carrying out an inspection, or providing an update. Repair completion times depend on the nature of the issue, access, contractor availability, parts availability, specialist attendance, and resident cooperation. Delays in providing information or access may delay the repair process.

Management Support and Out-of-Hours Response

ASC is supported through a managed response structure designed to maintain safety, compliance and day-to-day operations. UPML provides central office and virtual management support during office hours, with local preferred suppliers and approved contractors attending the site as required. Routine matters are handled during office hours or when staff are next available.

Support structure

- UPML provides central office and virtual management support **Monday to Friday, 9:00am to 5:00 pm, excluding bank holidays**.
- Local preferred suppliers and approved contractors attend as required, including cleaning, electrical, plumbing, handyman, fire alarm, security/keyholding and building maintenance support.
- Outside office hours, ASC arrangements are for genuine emergencies only. ASC's fire alarm system is monitored 24/7, and emergency response arrangements are in place where required. UPML receives alerts through the agreed emergency notification process.
- Residents should not contact keyholding/security contractors directly unless instructed by UPML.

What this structure covers

- Routine repairs, inspections and compliance checks.
- Fire alarm response, emergency attendance and access control support.
- Move-in, move-out, kitchen checks and twice-yearly room/ensuite inspections on 48 hours' notice.
- Health and safety notices in bedrooms, kitchens, and hallways.
- Resident communication is managed through the routes in the Contact Directory. Non-emergency messages outside office hours will normally be reviewed on the next working day.

Emergency priority

For a medical emergency, fire, serious police incident, major flood, electrical danger, or an immediate security threat or risk to life, call 999 first. Do not wait for UPML to respond. Routine repairs, pest reports, isolated socket faults, cleaning, parcel, rent and admin matters are not out-of-hours emergencies unless there is immediate danger.

Facilities, Wi-Fi, Laundry, Post and Energy Use

Laundry

- Washing and drying facilities are provided in the shared kitchens for resident use.
- Follow the instructions displayed on or near the machines. Do not overload machines and remove laundry promptly after the cycle completes.
- Do not tamper with, force, override or misuse laundry equipment. Report faults using the route in the Contact Directory, with your flat/room number and photos where helpful.

Wi-Fi / internet

- Wi-Fi details will be provided at check-in or by email/SMS.
- Do not share Wi-Fi details with anyone outside the building.
- If issues persist after restarting your device, report the issue using the route in the Contact Directory.

Post and parcels

- Always use your full name, flat and room number.
 - Parcels are delivered directly to the site. UPML cannot accept responsibility for missing parcels.
 - Arrange deliveries for times when you are available to receive or collect them.
- UPML cannot sign for, store or guarantee parcels. Please use delivery instructions, lockers or collection points where appropriate.

Energy and utilities

- Electricity, water and Wi-Fi are included for normal residential use.
- Use heating, lighting, hot water and electrical appliances responsibly.
- Switch off lights and appliances when not in use.
- Avoid unnecessary hot-water waste and do not leave windows open while heating is on.
- Report faults promptly. Excessive or abnormal use may be reviewed under your agreement.
- Portable heaters, high-consumption appliances or equipment that may overload circuits, interfere with building systems or create safety risks must not be used unless authorised by UPML.
- Residents must report faults, leaks, electrical issues or heating problems promptly.
- Excessive, abnormal or unreasonable utility usage may be reviewed under the occupancy agreement, and reasonable evidenced costs may be recovered where permitted

Security and Access

Keys, fobs and access cards

- Keep keys, fobs and access cards secure at all times.
- Do not copy, lend, share or disclose access devices or codes.
- Lost keys/fobs/access cards must be reported immediately for security reasons.
- Replacement keys/fobs/access cards can be arranged through UPML during office hours only. Resident verification is required and replacement, attendance or access charges will apply where permitted and evidenced.
- Do not use private locksmiths or force access. Unauthorised lock or door damage will be chargeable and may affect fire safety compliance.

Access control and visitors

- The building uses electronic access control for secure entry.
- Do not let strangers follow you into the building (“tailgating”).
- If you are unsure about someone entering, politely refuse access and contact UPML where required.
- You are responsible for your guests and their conduct.

CCTV and personal safety

- CCTV operates in communal areas for safety and property protection, in line with data protection rules.
- Keep valuables out of sight and consider personal possessions insurance.
- High-value items can be registered with a national database such as www.immobilise.com.
- Report suspicious behaviour or personal safety concerns using the route in the Contact Directory. Call 999 first if there is immediate danger.

Travel Plan

We encourage residents to use sustainable and safe travel options while living at Student Accommodation — Abington Square Court.

Travel option	Information
Walking	Town centre: around 10 minutes. University of Northampton Waterside Campus: around 20 minutes / approximately 1 mile.
Cycling	Cycle storage is available on site. Waterside Campus is around 8 minutes by bike. Use local cycle routes and wear appropriate safety equipment.
Buses	Nearest stops: Kettering Road / Abington Square, around 2-3 minutes' walk. Route 7/7A serves the university and town centre.
Trains	Northampton Railway Station is approximately 1.3 miles away, around 25 minutes on foot or 10 minutes by bus/taxi.
Move-in / move-out	Parents and taxis may use the drop-off area on Kettering Road for move-in/move-out only. Arrival slots may be used to reduce congestion.

- Stagecoach: www.stagecoachbus.com
- National Rail: www.nationalrail.co.uk
- Northamptonshire cycling information: www.northamptonshire.gov.uk/cycling

Health, Wellbeing and Local Support

If you are new to Northampton, please register with a local GP as soon as possible. You may be asked for photo ID, student ID and proof of address.

Your ASC occupancy agreement and full ASC address can usually be used for this purpose.

In an emergency, always call **999**.

Support	Contact
University of Northampton Student Wellbeing Team	studentsupport@northampton.ac.uk 01604 892 833
NHS 111	111 for non-emergency medical advice
NHS Mental Health Crisis Line Northamptonshire	0800 448 0828
Samaritans	116 123 jo@samaritans.org
Northampton General Hospital	Cliftonville, Northampton NN1 5BD 01604 634700
Abington Park Surgery	2a Station Road, Northampton NN7 4RX 01604 630396
The Green Practice	University of Northampton, Waterside Campus 01604 715000

Nearby pharmacies and dentists

- Boots Pharmacy, 16 Abington Street, Northampton NN1 2AJ.
- Superdrug Pharmacy, 24 Abington Street, Northampton NN1 2AJ.
- Abington Pharmacy, 389 Wellingborough Road, Northampton NN1 4EU.
- Abington Dental Practice, 395 Wellingborough Road, Northampton NN1 4EU.

Local Services

Service	Nearby options
Supermarkets	Tesco Express, 138 Kettering Road Lidl, Wellingborough Road Aldi, St Peter's Way Asda, St James Road
Convenience stores	Premier Express, 112 Kettering Road Costcutter, 62 Kettering Road 24/7 Food & Wine, 198 Kettering Road
Post office / parcel collection	Northampton Post Office, 20 St Giles Street Amazon Locker, Morrisons Daily Collect+, One Stop Shop
Banks	Lloyds Bank, George Row HSBC, Abington Street NatWest, The Drapery Barclays, Mercers Row Nationwide, Abington Street
Other services	Regency Dry Cleaners, 72 Kettering Road PureGym Northampton Central Northampton Central Library

Local area reminder

ASC is close to Kettering Road, Abington Square, Northampton town centre, supermarkets, bus routes and student services. Please remain respectful of neighbours and local businesses when entering and leaving the building.

Data Protection, Privacy and Moving Out

Data protection and privacy

UPML handles personal information in line with UK data protection law. UPML is registered with the Information Commissioner's Office. ICO Registration: ZB993948.

- Information collected may include contact details, ID documents, student records, guarantor records, deposit information, maintenance reports and communications.
- Information is used to manage your occupation, maintain safety, meet legal duties, complete checks, manage repairs and contact you about urgent matters.
- Information is not sold or shared for marketing. It may be shared where legally required or reasonably necessary, for example, with deposit schemes, emergency services, contractors, advisers, courts, or complaint bodies, where applicable.
- For data requests, use the admin route in the Contact Directory and mark the matter "Data Request".

Moving Out / Check-Out

You must leave your Room by the date and time stated in your agreement or move-out instructions.

UPML will conduct a pre-check-out inspection 48 hours before your move-out date to identify any obvious issues before the final inspection.

Before you leave, please make sure:

- your Room and ensuite are empty, clean and tidy;
- all rubbish and personal belongings are removed;
- cupboards, drawers, fridge/freezer space and communal areas are cleared of your items;
- all keys, fobs, access cards and post box keys are returned;
- you have completed the UPML check-out form;
- you have provided a forwarding address.

A **standard one-hour clean is required for all rooms after check-out** and will be payable by the outgoing resident. The cleaning rate will be confirmed in the move-out instructions.

If additional cleaning is required because the Room, ensuite or shared areas are left below the expected standard, further reasonable cleaning charges may apply.

Any belongings, food, rubbish or personal items left behind after move-out may be removed and disposed of by UPML. Reasonable removal or disposal costs may be charged.

Your Room will be checked against the digital InventoryBase check-in inventory, your agreement and any reported changes during your stay.

Deposits are protected with **TDS**. Any agreed deductions, including cleaning, rubbish removal, missing items, lost access devices, damage or other permitted charges, will be deducted before the balance is returned. If deductions are not agreed, the matter will be handled through the TDS deposit process.

UPML does **not** provide a mail-forwarding service. Before moving out, you must update your address with your university, bank, online retailers and any other relevant organisations, or arrange Royal Mail redirection.

Complaints, Feedback and Resident Standards

UPML aims to manage concerns and complaints fairly, promptly and professionally. Most issues can be resolved through the correct reporting route without needing to become a formal complaint.

Before making a formal complaint

- Repairs, room faults, pest reports, cleaning issues and maintenance matters should first be reported through the relevant route in the Contact Directory.
- Residents should provide their flat/room number, a clear description, photographs/videos where helpful and access availability where required.
- Residents should allow UPML and its appointed contractors a reasonable opportunity to respond, inspect, arrange access and progress any required works.
- Please respond promptly to requests for further information or access so that the matter can be investigated and progressed.

Formal complaints-Formal complaints should be submitted by email to admin@unitepropertymanagementandlettings.com.

Include your full name, flat/room number, a clear summary, the date first reported, steps already taken, responses received, why the matter remains unresolved and any relevant evidence.

UPML will acknowledge complaints within **3 days** of receipt and provide a substantive written response within **10 days**. Where a matter is complex, UPML will write within those 10 days explaining why further time is needed and giving an anticipated date for a full response.

Raising matters in confidence- Residents may raise concerns or complaints in confidence by emailing confidential@unitepropertymanagementandlettings.com. Access to this mailbox is restricted to designated complaint reviewers. Information will only be shared where necessary to investigate and respond, or meet legal or safeguarding duties.

Where a complaint concerns a member of staff, that person will take no part in considering or deciding the complaint. An uninvolved reviewer will handle it.

Ongoing repairs and contractor matters-Repairs and maintenance may require inspection, access, replacement parts or contractor attendance. UPML will consider the progress made and any outstanding information when reviewing a concern. Residents may still raise a formal complaint about how a repair or maintenance matter is being handled.

External escalation — ANUK / Unipol National Code--If you are unhappy with the outcome after completing UPML's internal complaints procedure, or your complaint has not been responded to within **28 days** of being lodged with UPML, you may refer it to the **ANUK / Unipol National Code Complaints Investigator**.

The National Code complaints procedure and guidance are available at:
<https://www.nationalcode.org/for-students/problems-complaints/>

Feedback-Feedback is different from a formal complaint. Residents may send suggestions or comments to admin@unitepropertymanagementandlettings.com. Please include your name and contact details if you would like a follow-up.