

Universities UK Accommodation Code of Practice (ACOP)

Exeter College is a member of the Universities UK (UUK) and GuildHE Accommodation Code of Practice (ACOP) for Student Housing. The Code is a nationally recognised framework that sets standards for the management of university-owned and managed student accommodation and is approved under UK housing legislation. The purpose of the Code is to ensure that students are provided with accommodation that is safe, secure, well maintained, supportive and professionally managed. It establishes clear expectations for accommodation providers in areas such as health and safety, repairs and maintenance, environmental sustainability, student wellbeing, communication, and complaints handling.

As a member of the Code, Exeter College is committed to maintaining accommodation services that meet these standards and to continuously improving the residential experience of its students. Compliance with the Code is independently monitored, providing assurance that the College's accommodation is managed in accordance with recognised sector best practice.

The Code also provides students with a clear understanding of what they can reasonably expect from their accommodation provider. This includes access to accommodation that is maintained to an appropriate standard, the provision of clear information about accommodation services and regulations, timely responses to maintenance issues, and fair and transparent procedures for addressing concerns or complaints.

In addition, the Code outlines the responsibilities of residents, including respecting fellow students and neighbours, complying with College accommodation regulations, taking reasonable care of College property, and contributing positively to the residential community.

Further information about the Accommodation Code of Practice, including the full Code, and guidance for students, can be found at:

- [The Student Accommodation Code](#)
- [Universities UK – Accommodation Code of Practice](#)

A short video clip outlining the key elements of the guide can be found at:

- <https://www.youtube.com/watch?v=Le-X27RID1E>

A list of policies and statements relating to the provision of accommodation, complaints process, and domestic services can be found at

- <https://www.exeter.ox.ac.uk/college-policies-and-statements/>

Students with questions regarding accommodation standards or concerns about their accommodation should contact the Accommodation Office in the first instance. For more general enquiries relating to the Code and its implementation by the College, students can contact the Domestic Bursar.