

Housing Pledge

March 2021

As a landlord/ letting agency I pledge in good faith that I (and any of my representatives) will diligently and consistently adhere to the following University of Leicester Students' Union Housing Pledge:

1. To respond speedily and effectively to all maintenance, repairs; with particularly quick turnaround on matters relating to property security, damp or mould.
2. To reply within one working day to student phone calls/messages/emails in a helpful, solution focussed and friendly manner.
3. To be consistently transparent and upfront with all costs and fees, so that students do not incur any unexpected hidden costs.
4. To be registered with an Ombudsman scheme and a professional landlord's trade body and declare which ones.
5. To provide your complaints and compensation policy to the Students' Union Advice Unit and to student tenants.
6. To work towards the recommended Students' Union landlord accreditation scheme in the coming twelve months

Signature:

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On Behalf of:

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Date: dd/mm/yyyy

