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To all tenants
19
Nottingham
NG3 1NS



Congratulations, You are living in a Unipol Code home!

Renting from a Unipol Code accredited landlord has many benefits. It also provides you with the peace of mind that you are living in a good quality, safe home.

When you are renting a Unipol Code home you can expect:

- Repairs and maintenance to be carried out within an agreed timeframe (see our website for further details)
- Your deposit to be protected and promptly returned at the end of your tenancy, or an explanation of any deductions made
- Good customer service and communication from your landlord
- Your home will meet best practice standards of health and safety

We really hope you enjoy living in your Code home, but if you feel your Code landlord is not providing the service you expect, we can help.

Our complaints process ensures that Unipol Code tenants can receive support should any issues arise. We can help resolve disputes between tenant and landlord, and take action if the Code is not being met.

For more information about the Unipol Code visit
www.unipol.org.uk/CodeHome

Thinking about accommodation for your next academic year? Check that your next student home is in the Code at
www.unipol.org.uk/CodeSearch

Test your knowledge of the Code and be in with a chance to win a weeks free rent* at
www.unipol.org.uk/CodeQuiz

