

## ANUK NATIONAL CODE

The College has signed up to the **ANUK National Code** for the provision of student accommodation. The requirements of the Code is a combination of

- standards established in law
- good practice guidelines
- procedures to reduce misunderstandings between landlords and tenants

The Codes set standards in nine categories:

- general
- equality and diversity
- marketing
- during the tenancy
- tenant satisfaction
- health and safety
- at the end of the tenancy
- complaints
- disputes

You can find out more about the code by visiting <http://nationalcode.org>.

The College, along with the other Colleges in Cambridge, is assessed and its compliance with the Code is verified every 3 years. Robinson has been committed to this standard since 2013, with reverifications in 2016 and 2019. The Code not only ensures that appropriate standards are met but also provides for an independent arbiter for licences to contact in the event of being unable to resolve matters with College. To make a complaint, please visit <https://www.nationalcode.org/forms/making-a-complaint>.