

Dear Homes for Students

This is an open letter from us at Beds Students' Union regarding recent information we have been hearing from students and seen on social media regarding the current conditions of the Bedford campus student halls- Polhill Park.

Although we can appreciate that from time to time there will be maintenance issues and repairs, we are concerned about some of the things we have seen and heard recently.

What we have seen and heard:

- Water leaking from ceilings in flats
- Flooded floors
- Unclean flat conditions at check-in
- Plaster falling off ceilings and rubble left behind
- Smashed communal windows

The allegations from some students, we have heard from, is that some of these problems have been longstanding issues that have been reported and not dealt with in a reasonably timely manner expected.

Given that Homes for Students is a member of the **Accreditation Network UK (ANUK)**, we would like to remind you of the obligations you have signed up to in dealing with student's reported maintenance and repair issues, under section 4.13 of the National Code Assured Accommodation, the National Code of Students for Larger Developments for student accommodation not managed and controlled by educational establishments.

[The National Code](#)

The guidelines state how repairs should be managed and timeframes provided, as below:

Priority 1- Emergency repairs- should be completed within 24 hour of the report of a defect

These include repairs that are required to avoid a danger to health, repairs that pose a risk to the safety of occupants or serious damage to buildings or occupants' belongings.

Priority 2- Urgent repairs- should be completed within 5 working days of the report of a defect.

These include any repairs that materially affect the comfort or convenience of the occupants and repairs required in any rooms adapted for students with disabilities.

Priority 3- Non urgent repairs- should be completed within 28 days of the report of a defect.

These are repairs that do not fall within the above categories.

The Code is there to establish a set of specific standards and to ensure there is a framework of collaborative working way to do business, ensuring fairness for member owners, managers and their occupants.

Most importantly it is there to act in the best interests of students.

Our role at Beds Students' Union, first and foremost, is to promote the student voice and also act in the best interests of students; this is why we write this letter to you, as we believe that some of these issues are Priority One and may have not been addressed as such.

We urgently request the following:

- Any outstanding repairs are re-classified using the Priority system in the code and dealt with accordingly.
- Where appropriate repairs cannot be made in the designated timeframes, students are re-housed, off-site if necessary, and their possessions secured.
- Residents are compensated for the time in which their flats have not met appropriate living standards as according to the government guidance of Homes (Fitness for Human Habitation) Act 2018.
- An open meeting is held with residents with Beds SU representatives in attendance, providing an opportunity for residents to make their concerns known and for HFS to answer to these.
- A public apology is issued for the unacceptable management of maintenance at Polhill Park.
- An assurance that this will not continue/be repeated and what measures have been put in place in the interests of the students.

We will continue to advise any students who contact us and will be seeking to meet with any students happy to come forward and meet with us to discuss this further. We look forward to hearing from you.

Yours sincerely

The Sabbatical Officer Team- Beds SU