



Service Level Agreement – Student Accommodation Services

Policy owner:	Director of Estates
Implementation date:	January 2026
Review date:	January 2029
Related policy:	Accommodation Licence Agreement; Accommodation Allocation Policy; Equality & Diversity Policy; Safeguarding Policy

Index

1. Purpose
2. Scope
3. Service Standards
4. Allocation and Access
5. Repairs and Maintenance
6. Health, Safety and Compliance
7. Access and Privacy
8. Student Responsibilities
9. Complaints and Escalation
10. Governance and Review
11. Annex A: Service Response Standards
12. Annex B: UUK/GuildHE Code Alignment (summary)

Version History

Version	Approved	Revisions made	Date
V1.0	Director of Estates		January 2026



1. Purpose

1.1 This Service Level Agreement (SLA) defines the standard, scope and delivery of student accommodation services provided by the University of Buckingham.

1.2 The SLA supports transparency, fairness, regulatory compliance and alignment with the UUK/GuildHE Accommodation Code of Practice.

2. Scope

2.1 This SLA applies to all University-managed student accommodation, including purpose-built student accommodation, adapted residential properties, catered and self-catered residences, bedrooms, common parts, fixtures and fittings.

2.2 This SLA applies for the duration of the Student's Period of Residence.

2.3 Rooms will be provided in a clean and habitable condition at check-in. An inventory and condition record will be issued, and students must report any discrepancies within the specified timeframe.

3. Service Standards

3.1 The University shall provide accommodation services with reasonable skill and care, including utilities, heating, lighting, furnishings, cleaning of common parts, and maintenance services.

3.2 Service delivery is subject to compliance with University policies and student responsibilities.

3.3 Students will be kept appropriately informed about repairs, planned works, access requirements and any service disruption through University communication channels, including email, text message or other official University systems.

4. Allocation and Access

4.1 Allocation of accommodation is undertaken in accordance with the Accommodation Allocation Policy.

4.2 First-year students are guaranteed a room subject to application deadlines; this does not guarantee a specific room type.

4.3 Allocation decisions are transparent, equitable, non-discriminatory and designed to promote balanced communities.

5. Repairs and Maintenance

5.1 The University provides planned, reactive and emergency maintenance services.

5.2 Target response times are set out in Annex A.

5.3 Records of repairs and maintenance performance shall be retained for audit and continuous improvement purposes.



6. Health, Safety and Compliance

6.1 The University shall maintain fire safety systems, conduct statutory inspections, and ensure compliance with health and safety legislation.

6.2 Students must comply with all safety instructions, house rules and University regulations.

6.3 Estates and Accommodation Services work in partnership with Student Services and Wellbeing teams to support student welfare and respond where accommodation-related issues may impact wellbeing.

6.4 Accommodation services are delivered in accordance with equality and accessibility legislation. Reasonable adjustments will be made where required, in line with University policy.

7. Access and Privacy

7.1 The University shall respect students' right to privacy and quiet enjoyment.

7.2 Access will normally be provided with reasonable notice, except in emergencies, safeguarding situations or where required by law.

7.3 All staff and contractors shall be clearly identifiable.

7.4 Where CCTV is in operation in communal or external areas, it is managed in accordance with data protection legislation and the University's CCTV and Data Protection policies. Appropriate signage will be displayed.

8. Student Responsibilities

8.1 Students must pay accommodation fees on time, keep rooms safe and accessible, report faults promptly, and allow reasonable access for inspections and repairs.

9. Complaints and Escalation

9.1 Complaints relating to accommodation services should be raised with the Accommodation Office in the first instance.

9.2 Unresolved complaints may be escalated to the Estates and Services Manager.

10. Governance and Review

10.1 Oversight of this SLA rests with the Estates and Services Manager.

10.2 Operational responsibility lies with the Accommodation Manager.

10.3 This SLA will be reviewed in line with institutional policy review cycles or following material regulatory change.



Annex A: Service Response Standards

Service requests must be reported via the University's designated reporting system. Repair priorities are assessed using a risk-based approach, taking account of health, safety, security and potential impact on residents.

Emergency issues: Immediate response

Urgent repairs: As soon as reasonably practicable

Routine repairs: Within published timescales

Planned works: Minimum seven (7) days' notice

Non-emergency access: Minimum twenty-four (24) hours' notice

Annex B: UUK/GuildHE Code Alignment (Summary)

This SLA aligns with the UUK/GuildHE Accommodation Code of Practice (March 2025) in relation to governance, repairs and maintenance, landlord access, complaints handling, health and safety, equality and student wellbeing.