



**NATIONAL  
CODE**

*assured accommodation*

# What's it all about?

Your accommodation provider has voluntarily signed-up to the ANUK /Unipol National Code as a way of demonstrating their commitment to provide you with a first class housing service. This means that you can expect:

- **A building that meets, or exceeds, required health and safety standards;**
- **Effective day-to-day management and completion of any repairs within agreed timescales;**
- **Procedures for dealing with any complaints and/or disputes that may arise during your tenancy;**
- **Mental health training for staff and signposting to local support when needed.**

**[www.nationalcode.org](http://www.nationalcode.org)**



## If things go wrong

If you believe any part of the Code has been breached, complain to your provider using their published procedure, or contact the National Codes for more information: **[nationalcode.org/complaints](http://nationalcode.org/complaints)**