

Quality Policy

ISO 9001:2015 Quality Management System

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Our objective is to provide students in Nottingham with first class rental accommodation - safe, comfortable, and supported around the clock.

The Directors of The Student Lodge Lettings Company Limited are committed to:

- satisfying all applicable requirements - the needs and expectations of our students and interested parties, and all legal, regulatory, and code-of-practice requirements that apply to our business;
- establishing measurable quality and business objectives that are consistent with the organisation's context and strategic direction, and that address the risks and opportunities associated with them;
- monitoring and measuring the effectiveness of our business processes and objectives through management reviews and the internal audit process;
- providing the resources, training, and leadership needed for every employee to contribute to quality; and
- continually improving the Quality Management System, our services, and the experience of every student who stays with us.

How this policy is communicated and applied

This policy is issued to every employee at induction and re-communicated when revised. It is published on our website for students, applicants, and partners, and is available internally via the controlled document library. It is applied through the documented processes of our Management System: every employee is expected to understand how their role contributes to our quality objectives, and managers are responsible for ensuring the policy is put into practice in day-to-day operations.

The policy is reviewed annually by the Directors as part of Management Review to ensure it remains appropriate to the purpose and context of the organisation.

To achieve these objectives, the organisation maintains an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015. The continual improvement of the Quality Management System is fundamental to the success of The Student Lodge Lettings Company Limited's business, and is supported by all employees as an integral part of their daily work.

This policy has been authorised by:



Dan King, Quality Manager (10/06/2026)

Dr. Jamil Ahmad, Director (10/06/2026)