

## STUDENTS' FREQUENTLY ASKED QUESTIONS

### WHAT IS WARWICK STUDENTPAD?

Warwick Studentpad is the University of Warwick's approved accommodation finding platform. This is a FREE service for University of Warwick students. Local landlords can advertise their properties through the Warwick Studentpad website. You can browse properties matching your criteria and then contact them directly.

We are not a letting agency – we don't handle any of the contracts or management of the properties.

We do vet landlords before they use the site in terms of their compliance documentation. However, it's still your responsibility as a prospective tenant to check the landlord has all the relevant documentation and that you're happy with the landlord's tenancy agreement before signing.

For our student users' terms and conditions please visit:

<https://www.warwickstudentpad.co.uk/Terms>.

### WHAT DOES IT MEAN WHEN A PROPERTY IS REGISTERED WITH WARWICK STUDENTPAD?

In order to advertise their property on Warwick Studentpad a landlord must provide valid documentation which we check including:

- Gas Certificate
- Electrical Certificate
- EPC - an Energy Performance Certificate (Property must comply with the minimum EPC rating requirements)
- HMO Licence (if applicable)
- Evidence of ownership of the property if not a large provider
- Proof of identity if not a large provider

Students must be aware that the details of the properties held within Warwick Studentpad are provided by the landlord and it is their opinions and descriptions that are expressed in these sections.

**Please be aware that the properties are not inspected by Warwick Studentpad and the property details are not checked for accuracy and, as they may not form part of any tenancy, students must satisfy themselves by inspection or otherwise of the accuracy of these details.**

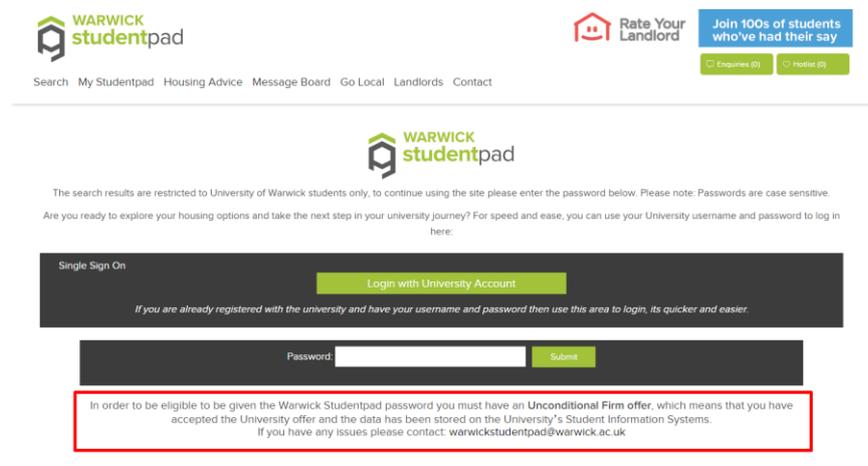
More information can be found here: <https://www.warwickstudentpad.co.uk/Terms>.

## HOW DO I FIND WARWICK STUDENTPAD?

You can find Warwick Studentpad via the University's Accommodation website for off campus housing or go enter its direct URL: [www.warwickstudentpad.co.uk](http://www.warwickstudentpad.co.uk).

## WHAT DO I DO?

When you click on to the **Student Login** section, you will see this page:



The screenshot shows the Warwick Studentpad login interface. At the top, there is a navigation bar with the Warwick Studentpad logo, a search bar, and links for 'My Studentpad', 'Housing Advice', 'Message Board', 'Go Local', 'Landlords', and 'Contact'. There are also buttons for 'Rate Your Landlord' and 'Join 100s of students who've had their say'. Below the navigation bar, the main content area features the Warwick Studentpad logo and a message: 'The search results are restricted to University of Warwick students only, to continue using the site please enter the password below. Please note: Passwords are case sensitive. Are you ready to explore your housing options and take the next step in your university journey? For speed and ease, you can use your University username and password to log in here:'. A 'Single Sign On' section contains a 'Login with University Account' button and a note: 'If you are already registered with the university and have your username and password then use this area to login, its quicker and easier.'. Below this is a password field with a 'Submit' button. A red box highlights a note: 'In order to be eligible to be given the Warwick Studentpad password you must have an Unconditional Firm offer, which means that you have accepted the University offer and the data has been stored on the University's Student Information Systems. If you have any issues please contact: [warwickstudentpad@warwick.ac.uk](mailto:warwickstudentpad@warwick.ac.uk)'.

**You will need to have accepted an offer of study and have your Warwick ID and Warwick email address to register on and access Warwick Studentpad.**

**IF you have Proof of Unconditional Firm Offer BUT NO Warwick ID and/or NO Warwick Email Account.** Please contact Admissions or your Faculty/Department for them to give us email evidence of Unconditional Firm Offer. Once proof has been received, we can give you a password. If you view search results using the password, you can only see the search results and the advert details pages. Unfortunately, you won't be able to send messages to landlords via the website or create alerts because you are not logged in to a student account.

Once you see a property you like you can email or phone the landlord directly for more details and to arrange accommodation viewing.

### WHAT HAPPENS WHEN FULL ACCESS IS GRANTED?

You can set your search criteria and an alert for the type of student property you would like. This is customisable to focus on the size of property, rent, availability and area that is perfect for you. If you cannot currently see a property that you would like then you may be able to use the **Message Board** to find a house share, flatmate, or sign up for **Property Alerts** in the **My Studentpad** section in the menu at the top of the screen. Please remember properties are added to Warwick Studentpad throughout the year so if you cannot find something suitable at first look, be sure to check back.

Please also note, you may be eligible to apply for campus accommodation. We advise you to check whether you are eligible to apply by reading the allocation policy and apply pages: <https://warwick.ac.uk/services/accommodation/studentaccommodation/apply/>. Please email the allocation team at [accommodation@warwick.ac.uk](mailto:accommodation@warwick.ac.uk) if you have any queries regarding campus accommodation.

### CAN YOU PROVIDE ANY GUIDANCE ON HOW TO RENT PROPERTY IN THE PRIVATE SECTOR?

Warwick Studentpad has a "Housing Advice" section on the homepage. It's full of useful guidance documents, checklists, and housing advice such as how to find accommodation, what questions to ask landlords, including helping you understand deposits, inventories, and utilities. It also has information on what to do if you are moving out.

### HOW MUCH RENT SHOULD I PAY?

This depends on the location of the property, facilities, and amenities. On the homepage of Warwick Studentpad there is a section called **Fact Finder** that gives a breakdown of rents on the platform giving averages based on area and property size. Some landlords include bills in the rent. Be mindful, that it all depends on what you can realistically afford. You can always negotiate a reduction in rent with the landlord before you agree to enter a contract.

In our Housing Advice section on the website, you can read about household costs which you may find helpful with your budgeting.

**WHAT IF I NEED A GUARANTOR?**

Sometimes landlords ask students to provide a guarantor. This person agrees to pay the rent if you default. Students tend to use a relative/guardian to be their guarantor. However, a landlord can stipulate that it must be a UK resident. If you do not have such a guarantor, then you can consider using a company like **Housing Hand** (their banner is at the top of the Warwick Studentpad homepage) to be a guarantor for you.

**WHEN ARE PROPERTIES AVAILABLE?**

Most of our properties are available online from October for the following academic year but more are added throughout the year.

Landlords tend to advertise student accommodation a year in advance, but there still may be properties advertised for the current academic year. Please do not panic. Consider properties and your options carefully. Please read our Housing Advice and student guidance documents. We are here to help. Also, please contact the Students' Union if there are any specific concerns you have about renting.

**I'VE SEEN A PROPERTY I AM INTERESTED IN; HOW DO I ARRANGE A VIEWING?**

The landlord responsible for the property will have their contact details displayed in their advert. Please email or call them and ask to view the property. Don't forget to mention you saw their advert on Warwick Studentpad.

**WHAT IF I CHANGE MY MIND OR COVID-19 AFFECTS MY SITUATION?**

A lot of landlords are including Covid-19 flexible booking policy terms and tenancy arrangements, which are displayed against a property on the Warwick Studentpad site. We would advise that you ensure that the terms suit your needs before you sign.

If you are all prepared beforehand you will be ready to go and get your perfect pad, with exactly who you want to live with as soon as it becomes available.

**HOW WILL I KNOW IF SOMEONE HAS RESPONDED TO MY POST ON THE MESSAGE BOARD?**

When you post a message to our Message Board, you'll be asked to provide your email address. When you receive a reply, you'll get a notification email.

**I'M LOOKING FOR TEMPORARY OR SHORT-TERM ACCOMMODATION, WHERE DO I LOOK?**

Whilst we do not typically advertise this type of property on the Warwick Studentpad website, it is worth checking the Message Board for students looking for people to take over the remainder of their contracts.

**I HAVEN'T GOT ANY HOUSEMATES FOR NEXT YEAR, WHAT SHOULD I DO?**

You can post on the Warwick Studentpad Message Board to see if anyone is looking for a new housemate. If you'd prefer to just find a room and don't mind who your housemates are, you can look for properties on Warwick Studentpad where individuals can apply – in these instances, the landlord will let a room to you and take responsibility for letting the other rooms in the house.

**I HAVE ENQUIRED TO A LANDLORD DIRECTLY ABOUT A PROPERTY BUT HAVEN'T RECEIVED A RESPONSE FROM THEM**

Bear in mind that for some landlords this isn't their sole business. Try contacting them again, if they aren't replying to emails try ringing them directly (if a phone number is provided) or vice versa. If you are still unsuccessful, please contact the Warwick Studentpad Team as we can try and establish contact and check if there is an issue with the system or if incorrect contact details have been provided in error.

**I'M HAVING A PROBLEM WITH MY LANDLORD/LETTING AGENT, WHAT SHOULD I DO?**

If you're unhappy with the service provided by your landlord or letting agent, please contact the Students' Union Housing Advice Centre: <https://www.warwicksu.com/help-support/contact/>. They will provide you with impartial advice and guidance to support your query.