



## Housing Talks - Students Frequently Asked Questions – Warwick Studentpad

### What is Warwick Studentpad?

Warwick Studentpad is the University of Warwick's accommodation finding platform. Landlords can advertise their properties through the Warwick Studentpad website, and you can contact them directly. We are not a letting agency – we don't handle any of the contracts or management of the properties. We vet landlords before they use the site. 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 users' terms and conditions please see: [Student Terms and Conditions.pdf](#)

### When a property is registered with Warwick Studentpad, what does this mean?

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

- 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
- Proof of identity

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. 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 within the [Student Terms and Conditions.pdf](#).

### How do I find Warwick Studentpad?

You can find Warwick Studentpad via the University's Accommodation website for off campus offerings or go straight to our homepage and start searching: [www.warwickstudentpad.co.uk](http://www.warwickstudentpad.co.uk)

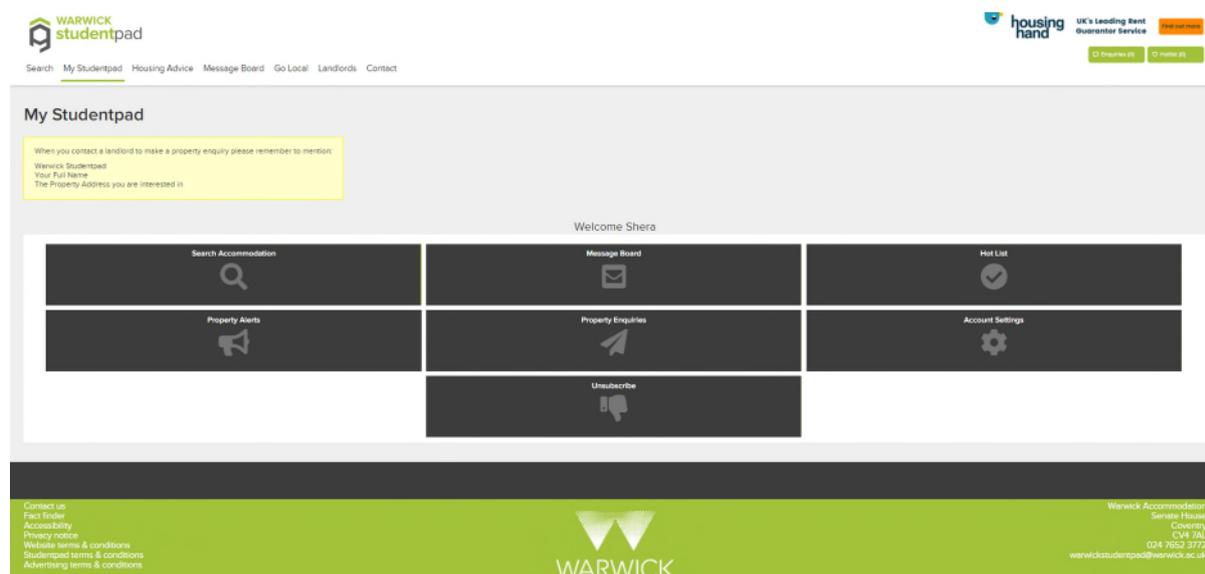
### What do I do?

Create and set up your own Studentpad account in the Student Login section.

You will need your Student ID and your Warwick email account.

If you have not yet received your Warwick ID then please email us when you do, stating your Student ID, so that we may provide a password.

Set an alert for the type of student property you would like. You can customise this to focus on the size of property, rent, availability and area that is perfect for you.



**Now you are all set! How simple!**

### **Can you provide some guidance on how to rent a property?**

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. We usually suggest that you may need to put aside £20 a week for bills. Some landlords include bills in the rent. Be mindful, that it all depends on what you can realistically afford. You can always negotiate with the landlord a reduction in rent 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.

### **What if I need a guarantor?**

Sometimes landlords ask students to provide a guarantor. Such a 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 has to be a UK resident. If you do not have such a guarantor, then one option is to 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 SU if there are any specific concerns you have about renting.

**I've seen a property I'm interested in; how do I arrange a viewing?**

The landlord responsible for the property will have their contact details in the advert. Please email or call them and ask to view the property.

**What if I change my mind or Covid-19 affects my accommodation situation?**

A lot of landlords are including Covid-19 flexible booking policy terms and tenancy amendments, which are displayed against a property on the Warwick Studentpad site. We would advise that you check out the terms before you book.

If you are all prepped 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 an email to let you know.

**I'm looking for temporary or short-term accommodation, where do I look?**

While 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 – 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?**

Try contacting them again, if they aren't replying to emails try ringing them directly (if a phone number is provided). If this is unsuccessful contact the Warwick Studentpad Team as we can try and establish contact and check if there is an issue with the system or if the incorrect contact details have been provided.

**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 estate agent, please contact the SU Housing Advice Centre: <https://www.warwicksu.com/help-support/contact/>. They will provide you with impartial advice and support with your query.



Browse properties at [www.warwickstudentpad.co.uk](http://www.warwickstudentpad.co.uk)

Or contact us at [warwickstudentpad@warwick.ac.uk](mailto:warwickstudentpad@warwick.ac.uk)