

LANDLORDS' FREQUENTLY ASKED QUESTIONS

WHAT IS WARWICK STUDENTPAD?

Warwick Studentpad is the University of Warwick's approved off campus accommodation finding platform for its students: www.warwickstudentpad.co.uk.

Landlords can advertise their properties on the Warwick Studentpad website, which is then promoted by the University to its students who can browse properties meeting their requirements and contact landlords directly if they choose.

It is not a letting agency and doesn't handle any of the contracts or management of the properties listed on the platform.

We do check each landlord's compliance documentation before they are able to use the site but advise our students that it's their responsibility as a prospective tenant to check the landlord has all the relevant documentation and that they're happy with the landlord's tenancy agreement before signing.

For our full landlord users' terms and conditions please see:

<https://www.warwickstudentpad.co.uk/DocumentStorage/Landlord-TC.pdf>.

WHAT ARE THE BENEFITS OF ADVERTISING ON WARWICK STUDENTPAD?

- Advertise and manage your own property on Warwick Studentpad including uploading photos, creating property descriptions, and liaising directly with students
- We actively promote Warwick Studentpad to students through University owned communication channels - giving landlords a unique opportunity to reach approx. 17,500 University of Warwick students looking to rent every year
- Guidance on all aspects of your property listing(s) from experienced professionals in student accommodation
- Regular newsletters from Warwick Studentpad which include exclusive student insight, details on student numbers/interests, market trends and seasonal tips to help you in successfully letting
- Direct access to thousands of students actively looking for housing
- Direct promotion of your property via various trusted University channels including newsletters, housing events, Warwick Students' Union, and digital screens
- The ability to manage your own listings/viewings and bookings with student tenants
- Data on property views that you can access yourself at anytime, anywhere

WHEN A PROPERTY IS REGISTERED WITH WARWICK STUDENTPAD, WHAT DOES THIS MEAN?

In order to register a property and advertise with Warwick Studentpad in the interests of helping to safeguard our students, you will need to provide some basic documents in advance, including:

- **Gas Certificate** - a current gas safety certificate which is valid for the duration of your Advertisement
- **Electrical Certificate** - an electrical installation condition report (EICR or EIC), which is valid for the duration of your Advertisement
- **EPC** - an Energy Performance Certificate (which evidences that the Property complies with the minimum EPC rating requirements set out under applicable law as amended from time to time), which is valid for the duration of your Advertisement
- **HMO Licence** (if applicable) - evidence of HMO Licence, which is valid for the duration of your Advertisement, if your property is required by applicable law to have a HMO Licence. If you have applied for a HMO licence for your property but it has not yet been granted, please upload evidence of your HMO Licence application submission
- **Evidence of ownership of the Property** - This could be an official copy of the title to the Property dated within 7 days of the date of your Advertisement application (an up to date title register which you can purchase for £3 from HM Land Registry is required, not a title plan) [Search for property information from HM Land Registry - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/organisations/hm-land-registry). Or, if your title is unregistered, please provide a copy of your title deeds
- **Proof of identity** - This can be either an up to date driving license or passport

Please see full details of requirements here:

<https://www.warwickstudentpad.co.uk/DocumentStorage/Landlord-TC.pdf>.

Details of the properties held within Warwick Studentpad are provided by the landlord and it is your 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, we advise students to satisfy themselves by inspection or otherwise of the accuracy of these details.

HOW MUCH DOES IT COST TO ADVERTISE?

Please see our charges document for detailed information:

<https://www.warwickstudentpad.co.uk/DocumentStorage/Landlord-CHARGES%20-%20March%202022.pdf>.

Our Standard Period runs from 1 October to 30 September the following year; 12 months. Please note; the price remains the same, regardless of when during the Standard Period the landlord chooses to advertise.

All adverts must be approved by us before payment is requested, this allows us to check all documents and advert are valid.

We do not allow letting agencies to advertise, or to display their contact details on landlord adverts. However, if landlords use a managing agent, we do allow landlords to refer potential tenants themselves.

HOW DO I FIND WARWICK STUDENTPAD?

The direct link to our homepage is: www.warwickstudentpad.co.uk.

WHAT DO I DO?

Click on "Landlord Login" to read helpful guidance documents for landlords and register on Warwick Studentpad. **Please make sure you have all your valid documents together before you start your Property Advert.**

DO YOU ALLOW ONE ROOM ONLY ADVERTS?

Yes, we do accept one room adverts, if;

- it is student accommodation where a room is available
- it is a house share (where the landlord also resides) please state this clearly in the advert.

You can decide in the advert the duration of the tenancy term, rent and deposit.

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

Warwick Studentpad has a "Landlord Guidance Document" section for this purpose which is full of useful guidance documents, checklists, and housing advice:

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

WHAT HAPPENS IF I NEED HELP CREATING MY ADVERT(S)?

The website is very easy to use, but if you need assistance the Warwick Studentpad Team are here to help. Please contact: warwickstudentpad@warwick.ac.uk.

HOW MUCH RENT SHOULD I ASK FOR?

This depends on the location of the property, facilities, and amenities. We are unable to give a rental valuation as we do not inspect the property. Some landlords may include bills in the rent. Be mindful, that it all depends on what the student can realistically afford as they will be taking into account household bills, transport, groceries etc.

On request, we can provide comparative data based on average rents of properties advertised on Warwick Studentpad.

WHAT IF I REQUIRE THE STUDENT TO HAVE A GUARANTOR?

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

HOW DO I KNOW IF THE STUDENT IS GENUINE – RIGHT TO RENT CHECKS?

Only students who are currently Warwick University students or applying to the University can access Warwick Studentpad so you can be sure that those contacting you via this means are genuine University of Warwick students.

The student can prove they have been accepted on to a course by accessing a digital Certificate of Student Status via our Student Records Online, and can give you a copy along with the usual documents that they need to present for the Right to Rent Check: <https://www.gov.uk/check-tenant-right-to-rent-documents>.

WHEN ARE ADVERTISED PROPERTIES AVAILABLE TO RENT?

Most 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 they may wish to advertise their properties for the current academic year.

HOW DOES THE STUDENT ARRANGE A VIEWING?

The property will have the contact details you have provided in the advert. The student can email or call you and ask to view the property at your convenience.

HOW DO I KNOW HOW MANY STUDENTS VIEWED MY PROPERTY ADVERT?

Once your advert has gone live, if you login and go to **My Landlord Dashboard** and click on middle green button on bottom row **Property Views: "All Statistics"** to see viewing data this will give you an indication of the interest your property has from our students.

DO I RECEIVE REMINDERS OF CERTIFICATE EXPIRATION?

Yes, you will automatically receive a notification from Warwick Studentpad reminding you of the expiry date of gas and electrical certificates. Please be aware the property's advert is **NOT LIVE when the expiry date on these documents has been exceeded** and will only be reactivated once the new certificate has been uploaded and approved.

In order to upload valid certificates (replacing others you have already uploaded) please log in to Warwick Studentpad to your Property advert. Then choose the 'Documents' section top of screen, choose which certificate section you wish to go to, click and then 'Add Files'. You will also be able to bin/delete any files and upload any new ones. Ensure you then refresh your screen to see your updates.

DO YOU RECOMMEND CONTRACTORS?

Unfortunately, we are unable to suggest specific contractors, as you will have to do your own due diligence. However, a good place to start are contractors who are registered to a trade association:

- An electrical contractor must be registered with [NICEIC](#), [NAPIT](#), [ECA](#) or [ELECSA](#)
- A gas contractor must be on [Gas Safe Register](#)
- To find an EPC assessor please use this government website: <https://getting-new-energy-certificate.digital.communities.gov.uk/>.