



**WARWICK**  
**studentpad**



**Rate Your  
Landlord**

# RATE YOUR LANDLORD

## GUIDANCE FOR LANDLORDS AND MANAGING AGENTS

### WHAT IS IT?

Warwick Students' Union and Unipol Student Homes have established **Rate Your Landlord**, a review and ratings website that allows Warwick student tenants to leave feedback about their rental experiences. Rate Your Landlord allows students to talk about their personal renting experiences and for others to learn from them – becoming **savvy, safe and happy renters**. It provides an open, fair and balanced forum for tenants to have their say, for landlords to respond, and for students to learn what's what in the world of renting. We want students to share both good and bad experiences.

The site allows future tenants to consider the reviews alongside the property details helping them to make informed decisions, whilst driving up standards in student accommodation.

Each year, Rate Your Landlord holds the Rate Your Landlord Awards, recognising outstanding landlords and agents and celebrating the good work already being done. Celebrated landlords should use any accolade they receive in their property advertisement(s).



## HOW DOES IT WORK?

University of Warwick students are asked to rate their own housing experience on 8 indicators. In each case the student is presented with a 1 to 5 scale and a N/A option. The 8 areas are:

1. THE SIGNING AND LETTING PROCESS
2. THE LANDLORD PROVIDED GOOD CUSTOMER SERVICE
3. THE LANDLORD DEALT WITH REPAIRS EFFECTIVELY
4. THE PROPERTY IS SAFE AND SECURE
5. MY HOUSE FEELS LIKE HOME
6. THE PROPERTY IS GOOD VALUE FOR MONEY
7. THE MOVING OUT PROCESS WAS GOOD
8. THE LANDLORD HANDLED MY DEPOSIT FAIRLY

There is also an opportunity for reviewers to leave additional comments subject to a 140 character limit.



## MODERATION

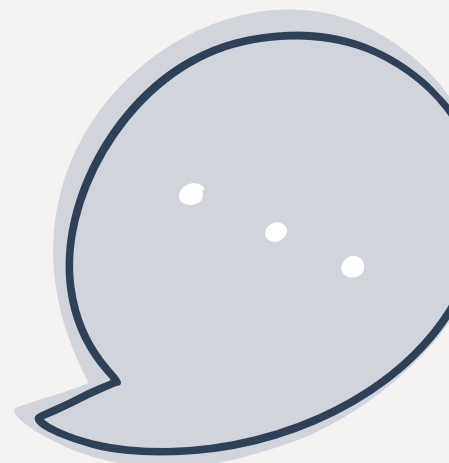
All student reviews are moderated by a small expert team of trained staff. They will either be amended to comply with the moderation protocol, approved or rejected.


All student reviewers

- must be students at the University of Warwick (or recent graduates)
- can only review the person or company they pay rent to, and no-one else
- can only supply one review per landlord per academic year
- can only reflect their own opinions and not the opinions of others including any housemates
- cannot include house numbers or personal data
- cannot use any profanities, swear words or vulgar language

## YOUR RIGHT OF RESPONSE

Rate Your Landlord gives all landlords the right of response - whether it is just to say thank you or to offer more context. (The term 'landlord' also refers to the landlord's representative if a managing or letting agent.) Comments and general impressions can be responded to, and landlords can make any general comments they wish under their right of reply. Landlord replies are also subject to a 140 character limit. All replies will be moderated for accuracy.





After a student has provided a review, you will be sent the moderated review with the opportunity to comment. After five working days, whether or not you have exercised your right of reply, the review will go live.

We encourage landlords to respond to any comments they receive as you will be seen in a favourable light by other prospective tenants and as encouraging open, two-way communication.

If **any** users of the website have a concern about a live review, they can use the 'report a review' function at any time and the moderation team will investigate any concerns.

## WHAT IS ITS CONNECTION TO WARWICK STUDENTPAD?

Whilst it is a separate initiative our students are encouraged to use Warwick Studentpad not only to find their next private accommodation, but also to talk with their peers about their housing experiences at what can be a very daunting time within their student lives. This is one of the reasons why Warwick Studentpad fully support Warwick Students' Union in providing Rate Your Landlord.

If, you disagree with any aspect of a student review you can 'report a review' for further investigation at any time. Please note that you may be asked to provide evidence to the contrary of any comments made.

Remember, Rate Your Landlord is supported by us as an **opportunity** for your property to benefit from student reviews. Encouraging the growth of reviews on your property will serve as supporting evidence to your good landlord status within the student community.

**More information on the types of reviews you are likely to receive, and the guidance given to reviewers can be found here [rateyourlandlord.org.uk](https://rateyourlandlord.org.uk)**

