



**WARWICK**  
**studentpad**



**Rate Your  
Landlord**

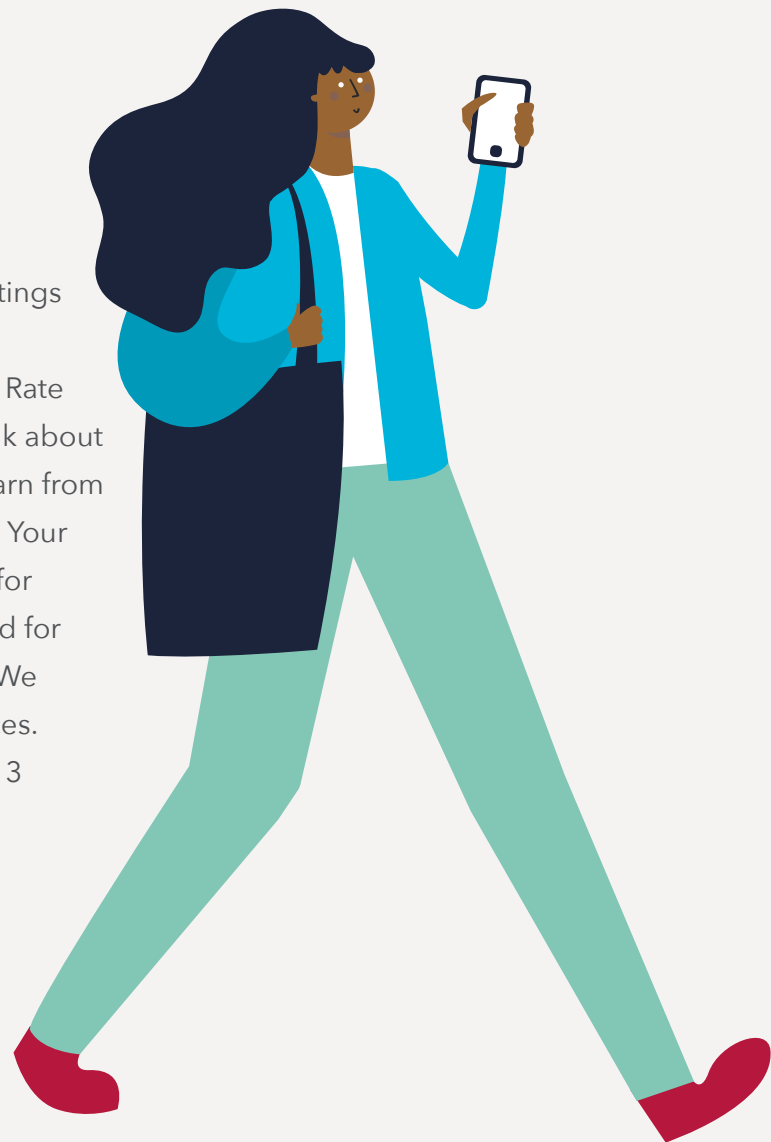
# **RATE YOUR LANDLORD**

## **GUIDANCE FOR STUDENTS**

### **WHAT IS IT?**

Warwick Students' Union and Unipol Student Homes have established **Rate Your Landlord**, a review and ratings website that allows student tenants like you to leave feedback about their renting experiences. The aim of Rate Your Landlord is to provide a space for students to talk about their personal rental experiences and for others to learn from them - becoming **savvy, safe and happy renters**. Rate Your Landlord 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. You can review your property experiences for the last 3 years.

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

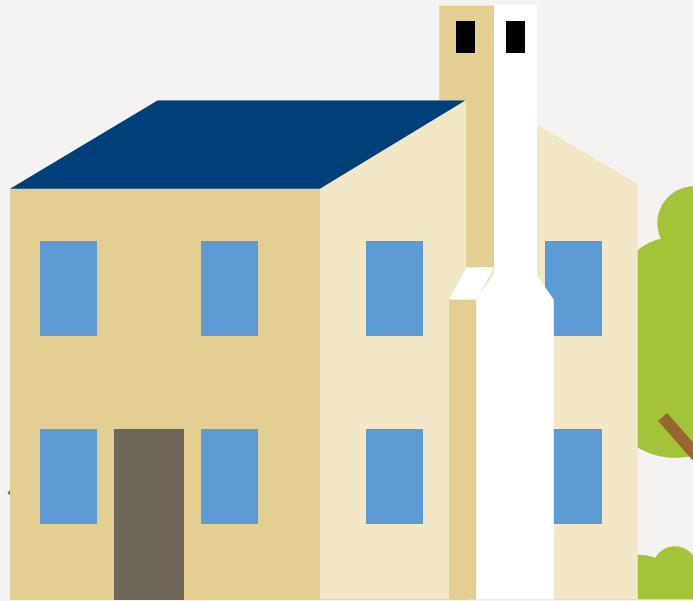


## HOW DOES IT WORK?

University of Warwick students are asked to rate their housing experience in 8 areas. In each case with a 1 to 5 scale or N/A response. These 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 opportunity to add additional comments subject to a 140-character limit.

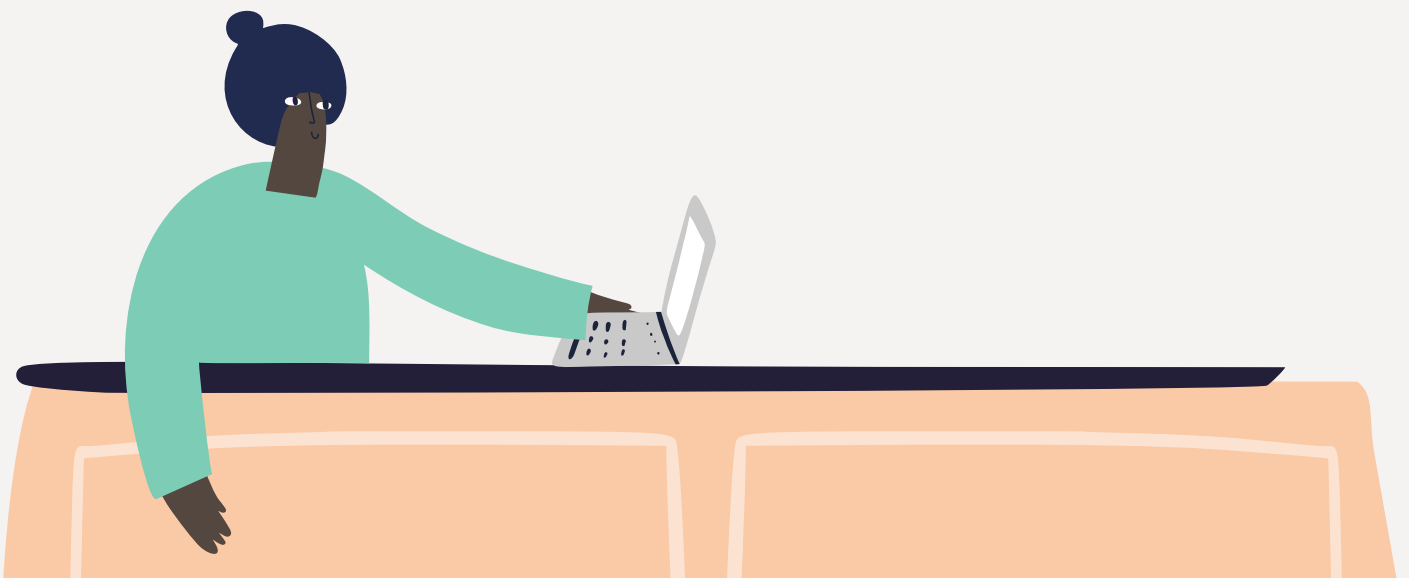


## MODERATION

The site encourages you to share both positive and negative experiences but, you...

- **must be a student at the University of Warwick (or recent graduate)**
- **can only review the person or company you pay rent to, and no-one else**
- **can only supply one review per landlord per academic year**
- **can only reflect your own opinions and not the opinions of others including housemates**
- **cannot include house numbers or personal data relating to yourself, others, or the property**
- **cannot use any profanities, swear words or vulgar language**

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



## LANDLORD RESPONSES

Rate Your Landlord is committed to giving landlords a right of response to any reviews that you as student tenants may post. (The term 'landlord' also refers to the landlord's representative if a managing or letting agent.) Landlords can make any general comments they wish under their right of reply, subject to a 140-character limit. All landlord responses will also be moderated.

After you have had your review approved following moderation, your landlord will be notified with the opportunity to comment. After five working days, whether the landlord has exercised their right of reply or not, the review will go live. Landlords can still request a right of reply after the five days.

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

**Click the Rate Your Landlord banner on Warwick Studentpad, or visit [rateyourlandlord.org.uk](https://rateyourlandlord.org.uk) to submit a review.**

