### **Name: General Information**

1. **What is PBSA?**PBSA takes student accommodation to the next level. PBSA stands for Purpose-Built Student Accommodation, which is a student building, solely designed for the needs of a modern day student. Our Unilife buildings are more than just a place to sleep, they are created to support both your academic and personal life. Think spacious vibrant social spaces to enjoy with friends, onsite 24 hour gyms for consistent exercise programs, cosy cinema rooms to enjoy the latest films or sports and free breakfast and coffee to fuel your day in our spacious study areas. We also have a dedicated team on site, including a property manager, property supervisor and maintenance team who are available to help create memorable experiences and assist with anything you might need, whether it is a friendly chat or wellbeing support. Whether you are looking to focus on your studies or unwind with friends, PBSA offers the ideal setting to help you thrive during your university years!
2. **What is a short-term lease?**  
   A short-term lease is a rental agreement for a duration shorter than our standard 45-51 week contracts. We understand that these are ideal for students on exchange programs, internships, or attending a single semester. We will do our best to accommodate your enquiry as we strive to provide accommodation for all students but it is subject to our current availability for the academic year so please contact us.
3. **Can I live with friends?**Yes, you would each have your own studio. We can also offer you and your friends the option to have your studios located next door to each other. We also have specifically designed dual occupancy studios which are very popular for couples and friends to share as we can provide one large double bed or two twin beds. It is a great option for two people as the rent is shared between two. This allows the rent to be very affordable, whilst still enjoying our premium service and amenities. We recommend booking early to secure your preferred room allocations and ensure that we can allocate your group next to each other.
4. **What is an ensuite room?**  
   An ensuite room includes a private bedroom with an attached bathroom, providing you with your own toilet, sink, and shower. All of our rooms at Unilife are studios, and therefore provide their own ensuite bathroom and kitchen in the room. This allows for a private living experience with no shared amenities.
5. **What is a studio?**  
   A studio is a self-contained living space that combines a private bedroom, kitchenette, and bathroom within one living space. This greatly enhances the student living experience as it offers complete privacy and independence, ideal for students who prefer not to share facilities with others. Unilife has some great communal spaces to hang out with other residents and enjoy the Unilife community.
6. **What is a non-ensuite room?**  
   Whilst Unilife does not provide non-ensuite rooms, it is worth understanding when comparing a Unilife room to another operator. Is a private bedroom where the bathroom and other facilities, such as the kitchen and living areas, are shared with other residents. It is worth noting that students are randomly allocated to rooms. This is a budget-friendly option, offering community interaction while reducing costs.
7. **What is a one-bedroom apartment?**  
   Whilst Unilife does not provide apartments, it is worth understanding when comparing a Unilife studio to another housing provider. A one-bedroom apartment consists of a separate bedroom, bathroom, and a living area with a full kitchen. One-bedroom apartments are often privately managed as individual units. At Unilife, we have dedicated staff on site every day, a vibrant community with regular weekly events and an array of great communal spaces for you to enjoy.

### **Guarantor**

1. **What is a guarantor?**  
   A guarantor is someone, typically a parent, guardian, or close relative, who agrees to take financial responsibility for your rent if you are unable to pay. They must be prepared to sign the tenancy agreement upon completion and provide personal documents. Unilife will only ever contact the guarantor if you fall into rent arrears and are not responding to the property managers communication. This is a common request when renting a property in the UK as it provides an added layer of security for landlords.
2. **Why is a guarantor required?**  
   Unilife has four payment plans, providing flexibility for different incomes. A guarantor is required when selecting three or more payment invoices to ensure that rent and other obligations are met in case the tenant fails to pay. It gives landlords confidence, especially when renting to students who may not have a stable income.
3. **What is a UK-based guarantor?**  
   A UK-based guarantor is a person who is permanently in the UK and is happy to take financial responsibility for your rent, subject to you failing to make rental payments. A UK guarantor will need to provide their identification, proof of UK home ownership, employment details and national insurance details.
4. **What is an international guarantor?**  
   An international guarantor is someone based outside the UK who takes on the same financial responsibility for the tenant. However, please be aware that Unilife does not accept international guarantors, they must live in the UK. If a student wishes to pay in three or more invoices and does not have a UK guarantor, we advise students to speak to Housing Hand who will provide guarantor support.
5. **What is a third-party guarantor?**  
   A third-party guarantor is an organisation or service that acts as a guarantor on behalf of the tenant, typically for a fee. These services are often used by international students or those who cannot provide a personal guarantor. Examples include companies like Housing Hand or YourGuarantor in the UK.

### **Room and Floor Preferences**

1. **Can I choose my room or floor?**  
   Yes, it is important to us that you are allocated to a studio that meets your preferences. You can select your preferred room or floor based on availability during booking. Please contact the sales manager who will be able to help you confirm your room allocation.
2. **Is the building co-ed or gender-specific?**  
   All of our rooms are studios which provide a personal living experience, therefore you do not have to share any amenities with anyone. Whilst we do not provide gender specific rooms, we will take into consideration any specific requests upon booking to ensure you are satisfied with your room allocation.
3. **Can I switch rooms if I don’t like the one assigned to me?**We are confident that all Unilife students will love their room. We ensure that we understand the requirements upon booking and students are aware of their room. In the unlikely scenario that students are unhappy upon arrival, we will do our best to accommodate a room change but it is subject to our availability. Please be aware that the same room category may not be available, resulting in additional fees for a room upgrade.
4. **Do I need to sign a contract before I move in?**  
   Yes, signing a tenancy agreement and making a deposit payment is required to confirm a room. Please be assured our friendly sales team will ensure that you have a great booking experience and feel confident arriving at the property.
5. **Can I extend my stay if I want to continue living here after the lease ends?**  
   At Unilife, we provide our residents with priority preference to renew in the same studio. There will be a re-booker period, prior to the rooms going to market to ensure that you get the best deal when booking. This will allow you to stay in the same studio or even upgrade to a new one! If you are looking to extend for a short period of time, this is subject to availability. We recommend contacting the property manager well in advance so we can ensure a smooth extension of the contract.   
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6. **Can I stay in the room over holiday breaks?**  
   Of course. You can stay in your room all year round and our Unilife team will be on site if you need any support.
7. **Can I view the room before booking?**  
   We want to ensure that students love their Unilife experience so we understand the importance of viewing the property as this gives you a sense of our community before moving in. We offer in person or online viewings so please let us know your preferred option and we will book in a viewing immediately.
8. **How are student disputes between tenants handled?**  
   It is important that every student has the right to quiet enjoyment throughout their tenancy and that they feel safe living at our property. There is a dedicated property manager and team on site that students can speak to if there is a dispute with another tenant.
9. **Can I choose my flatmates if I’m booking a shared apartment?**At Unilife, every room is a self contained studio with your own kitchenette and ensuite bathroom, therefore you will never be sharing with another resident. If you have a preference on your room allocation, please get in touch when booking your room and we will happily help you.
10. **Can I pick the exact floor of my room?**  
    Yes, it is important to us that you are allocated to a studio that meets your preferences. There are different studio categories based on floors so if you have a preferred floor, please get in touch with us so we can help you select the most suitable studio for you.
11. **How do I know if a room is available?**  
    Our property management system is linked with our website so you will be able to see live availability of each studio category. For room availability, our sales team will be able to assist you when booking a studio.
12. **Are rooms available year-round, or is there a specific lease period?**  
    We are flexible and offer our studios on 45 to 51 week contracts. If you are looking for a shorter contract, please contact our sales team who will be able to advise on our availability for short term tenancies.
13. **Can I tour the building before booking?**  
    We want to ensure that students love their Unilife experience so we understand the importance of viewing the property as this gives you a sense of our community before moving in. We offer in person or online viewings so please let us know your preferred option and we will book in a viewing immediately.
14. **Can I bring my own furniture or modify the room?**  
    Every studio is fully furnished, however students are able to personalise their studio with their own furniture. Please contact the property manager prior to arrival to see how we are able to support your specific requests.
15. **Does the room have a wardrobe or closet space?**  
    Yes, every room has a wardrobe and storage space.
16. **Is there a desk and chair in the room?**  
    Yes, in our single occupancy studios, there is a fully equipped office space in every room which includes a desk, comfortable chair, chest of drawers and a large pin board unit for study notes. We even include multiple plug sockets with USB charging for convenience. If you are booking a dual occupancy studio, there will be two lots of furniture so you each have a comfortable study space.
17. **Can I decorate the room with my own items?**  
    There is a large pin board unit for photos and notes so you can personalise your room. We do not allow further decoration to be added directly to the walls as this will cause damage.
18. **Can I bring my own bed linens and towels?**  
    Yes, due to different preferences on bed linen and towels, students are expected to provide their own bedding and towels. We partner with Unikitout who can provide a personalised kitchen and bedding pack which arrives prior to your contract commences. Please enter Unilife10 for an exclusive 10% discount.

### **Common Areas**

1. **Can I reserve common spaces for private events?**  
   Please contact the city manager who will be able to provide support for this request.
2. **Are the kitchens stocked with pots, pans, and utensils?**  
   Unilife understands that every student has different preferences with their cooking equipment, and therefore does not provide kitchen appliances in each room. We partner with Unikitout who can provide a personalised kitchen and bedding pack which arrives prior to your contract commences. Please enter Unilife10 for an exclusive 10% discount.
3. **How many people share each kitchen?**  
   Every room at Unilife has its own private kitchen, therefore students do not share with anyone else. This offers a private living experience.
4. **Are the lounge areas equipped with TVs and comfortable seating?**  
   Unilife provides state of the art communal spaces, designed to enhance the student community. There is a large community hub, games room and cinema rooms, all equipped with an 80” TV, PS5 and Nintendo switch, perfect for unwinding with residents after a long day.
5. **Is there a vending machine or snack bar?**  
   Unilife provides a free grab and go breakfast, Monday to Friday from 08:00. The breakfast includes pastries and fruit. We also provide unlimited coffee, tea and hot chocolate all day, every day to help you fuel for your studying.
6. **Are the common areas open 24/7?**  
   Yes, all of our communal spaces are available all day, every day for you. There is no booking required as this is your home to enjoy.
7. **Do I need to clean common areas after use?**  
   Yes, tenants are expected to leave common areas clean and tidy so other Unilife residents can enjoy the space after you.
8. **How often is the common space cleaned?**  
   There is a Unilife housekeeping team who will clean the communal spaces daily.
9. **Can I use the laundry facilities at any time?**  
   Yes, laundry rooms are open 24/7, 7 days a week for convenience.

### **Safety and Security**

1. **Is it allowed to smoke inside the building ?**  
   Smoking inside the building is strictly prohibited and is a serious breach of tenancy.
2. **How is garbage disposal handled in the building?**  
   Trash is disposed of in designated bins or areas, and tenants are expected to follow the building’s rules for waste disposal.
3. **What do I do if I lose my key card or access fob?**  
   Please contact a Unilife staff member or call the 24/7 emergency Unilife number so a staff member can assist you.
4. **Does the building have an emergency alarm system?**Yes, every building has fitted alarm systems throughout the building.
5. **Are there fire extinguishers and alarms in the building?**  
   Yes, all properties are required to have fire safety equipment.
6. **Is there a safe or secure locker for valuables?**  
   There are no communal safety lockers on site.
7. **Can I install a lock on my bedroom door?**  
   There is a lock on every studio door to provide high level security of each room.
8. **Is there a first-aid kit available in the building?**  
   First-aid kits are located in reception. Please contact the Unilife team who will assist. In a case of an emergency, please call the services on 999.
9. **Are there any safety measures in place for overnight guests?**  
   Tenants are responsible for any guests that enter the building. If a tenant wishes to have a guest live with them for a long period of time, they must inform the property manager so they are aware they are in the building.
10. **How do I contact building management in case of an emergency**?  
    Use the 24/7 Unilife emergency helpline or contact the Unilife team on the reception desk. You should also call the local services on 999 if you have a risk to your life.
11. **Does the building have an emergency backup power system?**  
    Yes, our buildings have backup power systems in case of an emergency.

**Maintenance and Repairs**

1. **How do I report a maintenance issue in my room?**  
   Unilife has its own Unilife mobile application that can be downloaded for free from the Apple Store or Google Play. Tenants are able to communicate directly with the property manager and also log any maintenance support tickets.
2. **How long does it usually take to resolve maintenance issues?**  
   With a dedicated maintenance team on site, any issues are resolved immediately, subject to the damage that has happened.
3. **What happens if my appliance (like the fridge) breaks down?**  
   Contact the reception or maintenance team via the Unilife mobile application, and they will resolve the issue promptly. If it's a repairable issue, they will repair the appliance, otherwise, a replacement will be provided straight away.
4. **Are routine inspections of the room conducted?**  
   Yes, there will be inspections twice a year, however students will be given several weeks notice ahead of the planned inspection.
5. **Will I be charged for maintenance if it’s not my fault?**If there is any damage caused by students, it is possible that they will incur a charge as we will need to replace the item.
6. **Can I contact maintenance after hours?**  
   Yes, you can contact maintenance team via the Unilife mobile application
7. **Will someone enter my room for repairs without informing me?**  
   When logging a maintenance ticket, you will be able to provide consent for one of our maintenance team to fix the issue whilst you are away from your room. This ensures that the problem is resolved before you get home. If you would prefer for them to wait until you are home, kindly inform the team of a suitable time and they
8. **Are there restrictions on making minor repairs or changes in my room?**  
   Please speak to the property manager who will be able to advise.

### **Move-in and Move-out Process**

1. **How do I check in on move-in day?**  
   You will receive detailed instructions from the property team once you have completed your booking. You will be contacted ahead of arrival to complete your check in so you can inform the team of your arrival date and any additional support that you may require.
2. **Can I move in early or late, and do I need to schedule a time?**Yes, you will be able to confirm a time and date ahead of your arrival once the check in window is opened.
3. **Is there a move-in guide or checklist?**  
   Yes, a move-in guide will be provided to help you with the process and ensure you have everything ready. Our friendly Unilife team is also available to help with any questions that you may have ahead of your arrival day.
4. **Will I have access to my room and key on arrival?**  
   Of course. Once you have completed your check in, a designated member of the team will be allocated to meet you at the building. They will complete a full studio and building tour with you in person so you feel comfortable on your first day. In your studio, we would have prepared your room key, laundry card, mailbox key. You will also be treated to Unilife arrival gifts.
5. **How do I check out and return my key or access card?**  
   Please speak with the property manager who will be able to provide details on how to depart from your studio.
6. **Do I need to clean my room before moving out?**  
   Yes, your room will need to be left how you found it on moving day, subject to wear and tear, otherwise you may incur deductions from your deposit.
7. **Will I be charged for cleaning or damages?**  
   You may be charged for cleaning if the room is not left in an acceptable condition or for any damages caused during your stay.
8. **How do I get my deposit back?**  
   Once you have vacated the studio, the property manager will complete an end of tenancy inspection. You will receive a report via email from the property manager, stating the condition of the room and any proposed charges. Your deposit will be refunded to you within 10 working days, once you have accepted the proposed refund amount in writing.
9. **What happens to items left behind?**  
   Please contact the property manager as soon as possible.
10. **Will my room be inspected before I move out?**  
    Once you have vacated the studio, the property manager will complete an end of tenancy inspection. You will receive a report via email from the property manager, stating the condition of the room and any proposed charges.
11. **Can I extend my stay after the lease ends?**  
    Extensions may be possible depending on availability. You should contact the property management team well in advance.

### **Group Bookings**

1. **Does the property offer discounts or special packages for group bookings?**  
   Please contact the sales team before booking who will be able to inform you of the rates for group bookings.
2. **How do I make a group booking for a larger number of students?**  
   To ensure that the studios are allocated next to each other, contact the sales team on [yourspace@unilife.co.uk](mailto:yourspace@unilife.co.uk). They will help you with the booking process and ensure that you are allocated to your preferred studios.
3. **Can we book a whole floor or specific rooms together as a group?**  
   Absolutely, you can request to book an entire floor or specific rooms together, subject to availability. It’s recommended to book early to secure your preferred arrangement.
4. **Can we make a group booking for the same type of room for all members of the group?**  
   Yes, group bookings can be made for the same studio type, depending on availability.
5. **Can group bookings be made for specific room types, such as en-suite or studio apartments?**  
   Absolutely. Group bookings can be tailored to your preferred room type, provided the requested room type is available.
6. **Are group bookings allowed for students who are attending different universities or campuses?**  
   Yes, anyone who is a full time student can book with Unilife. It does not have to be a specific university.
7. **Do group bookings get any priority when it comes to room selection or placement?**Room allocations are completed on a first come, first serve basis so to ensure you are allocated next door to each other, please book early to avoid disappointment.
8. **How early should we make a group booking to secure availability for all members?**Every student will need a completed booking to confirm the studio allocation.
9. **Are there any specific deadlines for group bookings to qualify for discounts or offers?**  
   If you have any questions regarding the booking process, please contact the sales team and they will be happy to assist you with your query.
10. **Can a group booking be changed or cancelled if someone drops out?**  
    Bookings are made on a per studio basis so every student will be responsible for their tenancy. If a student cancels, they will be required to find a replacement tenant for their room. This will not affect the tenancies for the other tenants.
11. **Is it possible to transfer a group booking to someone else if a group member can’t stay?**  
    Bookings are made on a per studio basis so every student will be responsible for their tenancy. If a student cancels, they will be required to find a replacement tenant for their room. This will not affect the tenancies for the other tenants.
12. **How do we request specific rooms for each person in the group?**  
    Please contact the sales team upon booking so they can assist you with your preferred studio allocation.

### **Viewings**

1. **Can I book a room without physically visiting the property?**  
   Of course. We offer virtual tours, detailed images and videos to help you make the easy decision to stay with us at Unilife. We also have a great booking system that allows students to make a booking online without the support of the team. We do however, understand that students would like to view the property online so we can also provide virtual viewings on Facetime, We Chat or Whats app so please let us know if you would like to schedule a virtual viewing before making a booking online.
2. **How do I arrange a viewing for a property?**  
   To arrange a viewing, contact the sales team via their website, email, or phone. You can choose between in-person or virtual viewings.
3. **Are virtual viewings available for international students?**  
   Yes, absolutely. We would love to help you arrange a virtual viewing. We can meet you on Facetime, We chat or Whatsapp. Please let us know your preferred contact channel, when you are available and the best contact number so we can schedule a viewing with our friendly sales team.
4. **What happens if I need to cancel or reschedule my viewing?**  
   We understand that students have busy schedules so please do not worry. All we ask is that you let us know before the viewing so our team is not expecting you and we will get back in contact with you to reschedule the viewing for a more suitable time.
5. **How long does it take to confirm my booking after submitting the required documents?**  
   Confirmation of booking is instant, subject to payment clearing. Payments made from a UK bank will be instantly added to your account, however international transfers can take several working days to clear in our bank.
6. **Is there a limit to how early I can book a room before the start of the academic year?**Bookings for the upcoming academic year will be live in November every year once the renewal period for current residents is over. Please contact the sales team to arrange a viewing prior to bookings going live so we can ensure that you have priority on our waiting list.
7. **What should I check during a property viewing to ensure it meets my needs?**  
   We understand how important it is to feel confident about your accommodation choice before booking. Our friendly sales team will make sure you feel at ease and will take the time to understand your requirements over a coffee when you arrive at the building. To ensure the property meets your needs, we recommend checking both the studio and communal spaces carefully, paying attention to details like cleanliness, space, and functionality.  
   Additionally, we encourage you to explore the area surrounding the property. Take a walk to nearby amenities such as the university, shops, and transportation options to get a better sense of the daily experience in the city.

### **Additional Questions**

1. **Can I bring someone along for the viewing?**  
   Yes absolutely. You are welcome to bring any friend or family member with you on your viewing. We recommend letting us know prior to the viewing so we can make necessary arrangements.
2. **What documents do I need to bring for the booking process?**  
   You will be required to upload your identification and proof of studies when making a booking. You will also be required to enter your course details, such as the university you are studying at, the course you are studying and your year of study. If you have any questions regarding the information that is required, please do not hesitate to ask.
3. **Can I request specific room features or preferences during the booking process?**  
   Yes absolutely, please let us know any specific features or preferences, such as room type, floor level, or adjustments to the studio when booking so we can do our best to help.