### **General Information**

1. **What is Unilife Riverside House?**  
   Unilife Riverside House is a private student accommodation located in Guildford, offering 99 modern and fully-equipped studios with river views, providing a personalised living experience for students.
2. **What types of student accommodation does Unilife Riverside House offer?**Riverside House offers a range of studio types, including Classic, Premium, Premium Plus, Luxury, Luxury Plus, and Luxury VIP studios, catering to different needs and preferences. Each studio comes with modern furnishings, Wi-Fi, Smart TV, kitchenette, and ensuite bathroom.
3. **Is Unilife Riverside House suitable for both undergraduate and postgraduate students?**Yes, Riverside House is suitable for both undergraduate and postgraduate students. Any full time student can stay at Riverside House.
4. **How many rooms are available in Riverside House?**Riverside House has 99 studios available for students, offering a range of accommodations from single to dual occupancy studios.
5. **How many floors are there in Riverside House?**There are 5 floors in total at Riverside House.
6. **How can I make an inquiry about availability at Riverside House?**You can make an inquiry about availability by contacting Riverside House via phone +447802322917, email yourspace@unilife.co.uk, or messaging through WhatsApp, WeChat, Facebook Messenger, or FaceTime.
7. **How do I apply for accommodation at Riverside House?**You can book your accommodation directly through the Unilife website or by contacting the Unilife sales team via email or phone for assistance with the process.
8. **How can I cancel or modify my booking at Riverside House?**If your preferred studio type is sold out on the website, please contact the sales team who will confirm the procedure to go onto the waiting list.
9. **Is there a waiting list for available rooms at Riverside House?**Please contact the sales team who will confirm the procedure to go onto the waiting list.
10. **How far in advance should I book my room at Riverside House?**It is recommended to book as early as possible, especially during peak periods, to secure your preferred room type and location.
11. **Can I stay during the summer months, or is it only available during term time**?  
    Yes, Riverside House is open all year round and the Unilife team will be here to support you throughout your stay!
12. **Does Riverside House accept international students?**Yes, Riverside House is open to international students and provides a supportive environment tailored to their needs.
13. **How do I confirm my booking after applying for a room at Riverside House?**Confirming your booking at Riverside House is simple! After submitting your application, all you need to do is sign your contract and pay the deposit. Once that’s done, the property manager will review your tenancy and co-sign the agreement, finalising everything. You’ll then receive an email notification with your official assured shorthold tenancy agreement attached.
14. **Is there a minimum lease term for rooms at Riverside House?**Riverside House offers contracts from 45-51 weeks.
15. **What is the check-in and check-out procedure?**Check-in is simple. One of the Unilife team will get in touch to arrange your arrival time and date to ensure one of the Unilife team is available to welcome you into the property, checking out will follow the same procedure one of the Unilife Team will contact you to arrange your departure.
16. **Can I rebook the same studio for the following year?**Yes, absolutely! As a current resident, you’ll have priority booking for your room, ensuring you get first choice. Plus, we offer you the best available rate, making it even easier to secure your favourite studio for the following year.

### **Location**

1. **Where is Riverside House located?**Riverside House is located on Walnut Tree Close, Guildford, GU1 4TX, by the River Wey in Guildford, England.
2. **How far is Riverside House from the University of Surrey?**Riverside House is located on Walnut Tree Close so it is just a 4-minute walk from the University of Surrey, making it very convenient for students attending the university.
3. **How far is the Winchester School of Art from Riverside House?**The Winchester School of Art is located in Winchester, which is approximately a 50 minute drive from Riverside House in Guildford.
4. **Are there any grocery stores or supermarkets near Riverside House?**Guildford Riverside house is a 10 minute walk from the high street and a 10 minute walk to the local shop. There is a Lidl superstore at the end of Walnut Tree Close. There is also a Tesco and Waitrose convenience store located by the town center. Both supermarkets are approximately five minutes walk.
5. **Is Riverside House close to public transport links?**Yes, Riverside House is well connected by public transport. Guildford Train Station is just a seven minute walk away, offering direct train links to London and surrounding areas. Additionally, there are bus stops nearby.
6. **How far is the nearest bus stop from Riverside House?**The nearest bus stop to Riverside House is located in the town center, approximately a ten minute walk.
7. **How far is the train station from Riverside House?**Guildford Train Station is located at the end of Walnut Tree Close and it is a seven minute walk, making it very convenient to get a direct train to London and surrounding areas.
8. **Is Riverside House located near any recreational areas or parks?**Riverside House is located on the national trusts River Wey, offering tranquil river views. There is also a river footpath, offering a scenic and peaceful walk into the town center. There are also parks and open spaces within walking distance, such as Guildford’s Stoke Park to enjoy.
9. **What are the nearby landmarks around Riverside House?**Nearby tourist landmarks include Guildford Cathedral, Guildford Castle, and the River Wey, which offers a picturesque setting for relaxation and outdoor activities.
10. **Are there any shopping centres or malls near Riverside House?**Yes, Guildford’s Friary Shopping Centre is a short ten minute walk offering a variety of shops, restaurants, and entertainment options.
11. **How long does it take to walk to the city centre from Riverside House?**It takes just a short 10-minute walk from Riverside House to the heart of Guildford’s vibrant city centre. Here, you’ll find a fantastic selection of shops, cafes, restaurants, bars, and leisure activities—everything you need to enjoy your student life to the fullest!
12. **Is the area around Riverside House considered safe?**Yes, the area around Riverside House is considered very safe and peaceful, with good lighting and a strong sense of student community as it is very close to the University. Guildford is generally regarded as a safe town for students and residents.
13. **What are the local neighbourhoods like around Riverside House?**The local neighbourhood around Riverside House is a mix of residential areas with scenic views, river paths, and green spaces, making it a peaceful and attractive environment for students.
14. **How close is Riverside House to student-friendly bars, cafes, and restaurants?**Riverside House is within a short 10 minute walk to several of the best student-friendly bars, clubs, cafes, and restaurants in Guildford’s city centre, just a short walk away.
15. **Are there any places for student hangouts near Riverside House?**Yes, there are many places for students to hang out as the property is very close to the town center.

### **Transport and Accessibility**

1. **Is Riverside House easily accessible for students with disabilities?**Yes, Riverside House is designed to be accessible for students with disabilities. The building features accessible entrances, lifts, and facilities to ensure that all students can move around comfortably and safely. Please contact the sales team who will be able to help understand your requirements and provide assistance with the booking process.
2. **What are the nearby restaurants to Riverside House?**There are several restaurants within walking distance from Riverside House. Paul's Café is about a 12-minute walk or a 5-minute drive away. Hillside Food Court can be reached with a 9-minute walk. Lorenzo's Breakfast, Brunch & Lunch is around a 15-minute walk or a 5-minute drive from Riverside House.
3. **Are there transport options to get to other parts of the city from Riverside House?**Yes, there are plenty of public transport options from Riverside House. If you are looking to be picked up from the building, there are many taxi firms such as Surrey cars who are located on Walnut Tree Close. Guildford Train Station is just a seven minute walk away, offering direct links to various destinations. Additionally, the main Guildford bus stop nearby provides local routes around Guildford.
4. **Can I use a bike to commute from Riverside House?**Absolutely! Riverside House is bike-friendly, and cycling around Guildford is a fantastic option. The area boasts scenic, bike-friendly paths and routes, making your commute both easy and enjoyable. In fact, cycling along the river is particularly stunning, offering a beautiful, peaceful route for your daily journeys.
5. **Does Riverside House have secure bike storage facilities?**
6. Yes, Riverside House offers secure bike storage for residents. There is a dedicated space to safely store your bike, providing peace of mind for cyclists.
7. **Are taxis or ride-sharing services easily accessible near Riverside House?**Yes, taxis and ride-sharing services like Uber are easily accessible near Riverside House, with pick-up and drop-off points close by in Guildford. There is also Surrey Cars who are located on the same road as Riverside House.
8. **How long does it take to get to London from Riverside House by train?**It takes approximately 35-40 minutes by train from Guildford Station (near Riverside House) to London Waterloo. Trains are frequent and provide fast access to central London.
9. **Is there parking available at Riverside House for residents?**Riverside House does not offer on-site parking for residents.
10. **How many parking spaces are available?**There are limited spaces available at the front of the building for short term parking requests for visitors. Please speak to the property manager.
11. **What are the car park charges?**Please speak to the property manager.
12. **Can I rent a parking space near Riverside House?**Yes, there are various car parks available near Riverside House. Please speak to the property manager if you need any assistance locating a public car park.
13. **Does Riverside House offer any shuttle services to nearby campuses?**There is no requirement for us to provide a shuttle bus as our residents can enjoy a three minute walk to the campus.
14. **What is the nearest airport to Riverside House?**The nearest major airport to Riverside House is London Gatwick Airport, which is approximately 40 minutes by car or 45-50 minutes by train from Guildford. London Heathrow Airport is also relatively close, around a 45-minute drive.

### **Property Amenities & Services**

1. **What are the communal areas available at Riverside House?**Riverside House offers state of the art communal areas designed to enhance your living experience. Socialise in the vibrant Social Hub, or challenge friends in our entertainment room, featuring an 85” TV, PS5, Nintendo Switch, and a karaoke machine for endless entertainment. We also have a pool table. For those focused moments, our study area with quiet study pods provides the perfect environment for productivity. If you enjoy cooking with other residents, the social kitchen is ideal as it is fully equipped with all appliances. You will also be able to stay active in our 24/7 gym, fully equipped with cardiovascular and resistance machines. Plus, our friendly on-site team at the reception is always ready to assist, and you can kick-start your day with a free grab-and-go breakfast at our breakfast bar, available Monday to Friday.
2. **What is included in the social hub at Riverside House?**  
   The social hub at Riverside House includes an 85" Smart TV with access to Netflix, Sky Sports, and a PS5 for entertainment. There are also study areas, a pool table, and a social kitchen for residents to enjoy.
3. **Does Riverside House have a cinema room?**  
   Yes, Riverside House features a cinema room, which is equipped with an 85" TV, Now TV, Netflix, and Sky Sports. It also has a PS5 and a karaoke machine for additional entertainment.
4. **Are there study areas provided for residents?**Yes, Riverside House offers designated study areas within the social hub and other communal spaces. These areas are quiet and equipped to help residents focus on their academic work.
5. **What types of entertainment are available in the cinema room?**  
   The cinema room provides various forms of entertainment, including access to Now TV, Netflix, Sky Sports, and the PS5. It also features a karaoke machine for additional fun.
6. **Are there common areas where I can meet other students?**Yes, all of our communal areas provide a great opportunity to meet other residents in a relaxed environment.
7. **Does Riverside House offer any outdoor recreational spaces?**Yes, Riverside House offers an outdoor space with a patio, BBQ area, and comfortable seating. It provides residents with a relaxing place to enjoy the views of the River Wey and socialise with friends.
8. **Is there a BBQ area available for residents?**  
   Yes, Riverside House has a BBQ area in the outdoor space where residents can cook and relax with friends during the warmer months.
9. **Does Riverside House provide a gym?**  
   Yes, Riverside House features a state-of-the-art, 24/7 on-site gym, so you can work out whenever it suits you. Equipped with a range of cardiovascular machines and resistance weights, it’s the perfect place to stay fit and unwind after a busy day of studying or socialising.
10. **What gym equipment is available at Riverside House?**  
    At Riverside House, our on site gym is equipped with state of the art fitness to help you achieve your goals. You will find a variety of cardiovascular machines, including running machines, cross trainers and rowing machines, perfect for an energising workout. Plus, we offer a fantastic selection of free weights.
11. **Can I access the gym at any time of the day or night**?  
    Yes, the gym at Bargate House is open 24/7 for residents.
12. **Are there laundry facilities at Riverside House?**  
    Yes, laundry rooms are open 24/7, 7 days a week for convenience.
13. **How many washing machines and dryers are available for use?**  
    Riverside House has three washing machines and three tumble dryers to use.
14. **What is the laundry charge?**  
    Laundry is made easy for residents at Riverside House, with a complimentary £100 laundry card provided on arrival, which can be used for washing and drying. If students require further credits, they can top up their account with AppWash.
15. **What are the maintenance procedures at Riverside House?**  
    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.
16. **Is there a secure parcel delivery system for residents?**  
    Yes, Riverside House offers an electronic parcel delivery system where residents receive notifications through a mobile app once the parcel has arrived.
17. **What is the on-site mail service like?**  
    Each resident is provided with a private mailbox for secure mail delivery.
18. **Does Riverside House offer any meal services or dining options?**  
    Yes, residents can enjoy a complimentary Grab & Go breakfast from Monday to Friday, along with unlimited tea, coffee, and hot chocolate 7 days a week.
19. **Is there a 24-hour reception at Riverside House?**  
    The Reception is staffed by a City Manager and House Supervisor who are available daily to assist residents Monday to Friday. There is a 24 hour Unilife number if you need assistance out of hours.
20. **What types of social events are hosted at Riverside House?**  
    Riverside House organises regular events, Events include welcome parties, film nights, games nights and cultural outings. If you have any event ideas or would like to suggest something, just let your property manager know, we are always happy to make your stay even more enjoyable.
21. **Are there any regular fitness classes or activities offered?**  
    Yes, residents can enjoy regular fitness sessions with other residents in the onsite gym.
22. **Does Riverside House have any special events or celebrations throughout the year**?  
    At Unilife, we embrace and celebrate the rich cultural diversity of our residents. We regularly organise exciting cultural events and activities that highlight and celebrate all backgrounds of everyone in our community.
23. **Is there a place where I can meet with friends or study together?**  
    Yes absolutely. We have created a range of incredible communal spaces designed to help you connect with fellow Unilife residents and meet new friends. We also have a fantastic study space with communal study tables and private study pods.
24. **What is included in the Grab & Go breakfast?**  
    The Grab and Go breakfast is available from 08:00, Monday to Friday. We provide fresh pastries and sweet treats Monday to Thursday and fresh fruit and yoghurts on a Friday.
25. **How often are events held at Riverside House?**  
    At Unilife, there's always something exciting happening! We have a weekly events calendar, ensuring there’s always fun to look forward to. Sometimes, we even host multiple events in a single week, so you’ll never run out of chances to make the most of your University life.
26. **Are there social spaces where I can relax and watch TV**?Yes, at Riverside House, we have plenty of social spaces where you can unwind and enjoy some TV time. You can relax in the community hub or head to the cinema room, both equipped with a huge 85” TV, featuring all the channels you need for the ultimate viewing experience.
27. **Is Wi-Fi included in the accommodation at Riverside House?**  
    Yes, high-speed Wi-Fi is included in the rent for all residents.
28. **What internet speed is available for residents?**  
    Residents enjoy super-fast 1,000 Mb Wi-Fi throughout the building.
29. **How do I connect to the Wi-Fi at Riverside House?**  
    Students can create a login for the Wifi with our internet provider, Glide who are a leading Wifi provider for student accommodation in the UK. Once connected, you will be able to log in with as many devices as you like.
30. **How often are the rooms cleaned at Riverside House?**  
    Students are expected to clean their own studio.
31. **Does Riverside House offer cleaning services for residents?**  
    Please speak to the property manager who will be able to discuss the options available to you for regular studio cleaning.
32. **Who is responsible for the maintenance of the rooms?**  
    Residents are responsible to look after their studio but please let us know via the Unilife app if you need any support from our maintenance team. You can also speak to your property manager who will be happy to help.
33. **How quickly are maintenance requests handled at Riverside House?**  
    We aim to resolve any maintenance issues as quickly as possible, typically on the same day! If you’d prefer to schedule a specific time for the maintenance team to assist you, simply let us know via the Unilife mobile app, and we’ll book a slot that works best for you. Your convenience and satisfaction are our priority!
34. **Is there a process for handling damaged or broken items in the rooms?**  
    Please report damaged items to your property manager immediately.
35. **Are there any extra charges for room maintenance at Riverside House?**  
    No additional charges are applied for general maintenance, but fees may apply for damages caused by residents.

### **Room Types and Features**

1. **What is included in the studio apartment at Riverside House?**  
   Each studio apartment at Unilife Riverside House is fully furnished and includes a small double or double bed (depending on the studio type), a comfortable study desk with chest of drawers, a large fitted wardrobe, a private kitchenette, an ensuite bathroom, a smart TV with a TV licence, superfast 1,000 Mbps Wi-Fi, and all utility bills are covered.
2. **How are the rooms furnished at Riverside House?**  
   You will enjoy a cosy small double bed, a study desk with a comfortable office chair for focused work, and plenty of shelving space to organise your belongings. A large, fitted wardrobe offers ample storage, while the fully equipped kitchenette allows you to prepare meals at your convenience. The ensuite bathroom adds an extra level of privacy and comfort, making your room the ideal space to relax, study, and enjoy your time at university!
3. **Are there TVs in every studio at Riverside House?**  
   Yes, every studio at Riverside House includes a 40” Smart TV with a TV license.
4. **Do the studios include a private bathroom at Riverside House?**  
   Yes, all studios at Riverside House come with a private ensuite bathroom.
5. **Are there study desks and chairs in every studio at Riverside House?**  
   Yes, each studio includes a study desk and chair to provide a comfortable workspace.
6. **Is there enough storage space in the rooms at Riverside House?**  
   Yes, every studio is designed with ample storage, including a large fitted wardrobe, under the bed storage and additional shelving.
7. **Do the rooms at Riverside House have heating and cooling systems**?  
   Yes, the rooms are equipped with modern heating systems to ensure comfort throughout the year.
8. **Are the studios at Riverside House quiet and conducive for studying**?  
   The studios are designed to provide a quiet and private environment, making them suitable for focused studying.
9. **Are the rooms at Riverside House suitable for couples or shared living?**  
   Yes, absolutely! We offer purpose-built studios for dual occupancy, perfect for friends or couples who want to share their living space. Choose from our Luxury, Luxury Plus, and VIP options, all designed with comfort in mind. What's even better? We offer free dual occupancy – there’s no additional charge for sharing these studios! Each studio comes with a spacious double bed, two large wardrobes, and two study desks, ensuring plenty of room and comfort for both of you.
10. **Is there a kitchenette in each room at Riverside House?**  
    Yes, every studio at Riverside House comes with its own private kitchenette, fully equipped with everything you need to cook and enjoy meals in the comfort of your room. You’ll find essential appliances including a hob with extractor fan, microwave, oven, fridge-freezer, and plenty of storage cabinets.

**Classic Studio**

1. **Does the Classic Studio have a private bathroom?**  
   Yes, the Classic Studio includes a private ensuite bathroom.
2. **What amenities are included in the Classic Studio?**  
   The Classic Studio at Riverside House offers everything you need for a comfortable and convenient student living experience. It features a cozy small double bed, a study desk with a chair to create the perfect study space, and a smart TV with a TV licence for relaxation and entertainment. You’ll also enjoy a private ensuite bathroom for added privacy and convenience, as well as a fully equipped kitchenette with essential appliances, making it easy to cook and enjoy meals whenever you like.
3. **Are the Classic Studios furnished?**  
   Yes, the Classic Studios are furnished with quality furnishings, including a fully equipped kitchenette, ensuite bathroom, double bed, study desk, chair, and wardrobe.
4. **What is the occupancy for the Classic Studio?**  
   The Classic Studio is for single occupancy only.
5. **Can I find Classic Studios on the ground floor?**  
   Yes, the Classic Studio is available on the ground floor of Riverside House.
6. **Are the studios equipped with a Smart TV?**  
   Yes, every studio, including the Classic Studio, is equipped with a Smart TV and TV License.
7. **Is there a kitchenette in the Classic Studio?**  
   Yes, the Classic Studio has a fully equipped kitchenette with cooking facilities.

##### **Premium Studio**

1. **Where are the Premium Studios located?**  
   The Premium Studios are located on the 1st floor of Riverside House.
2. **What is the occupancy for the Premium Studio?**  
   The Premium Studio is designed for single occupancy.
3. **Are the Premium Studios equipped with a kitchenette?**  
   Yes, Premium Studios come with a fully equipped kitchenette.
4. **Does the Premium Studio have a river view?**  
   The Premium Studios overlook Walnut Tree Close. Our Luxury and Luxury plus studios provide a river view.
5. **Is there a Smart TV in the Premium Studio?**  
   Yes, every Premium Studio comes with a 40” Smart TV.
6. **Is there a private bathroom in the Premium Studio?**  
   Yes, the Premium Studio has a private ensuite bathroom.

##### **Premium Plus Studios**

1. **Where are the Premium Plus Studios located?**  
   The Premium Plus Studios are located on the 2nd, 3rd, and 4th floors of Riverside House.
2. **What is the occupancy for the Premium Plus Studio?**  
   The Premium Plus Studio is for single occupancy.
3. **Do Premium Plus Studios have a river view?**  
   No, the Premium Plus studios all overlook Walnut Tree Close providing city views. Our Luxury and Luxury plus studios provide a river view.
4. **Is there a Smart TV in the Premium Plus Studio?**  
   Yes, the Premium Plus Studios all include a 40” TV.
5. **Does the Premium Plus Studio have Wi-Fi**?  
   Yes, the Premium Plus Studio includes Wi-Fi.

##### **Do the Premium Plus Studios have better views than the Premium Studios?** Yes, the Premium Plus Studios offer better views of the city as they are located on floors 2nd, 3rd and 4th compared to the Premiums on the 1st floor. **Premium VIP**

1. **What is the occupancy for the premium VIP Studio?**The Premium VIP Studio is designed for single occupancy.
2. **What is the view of Premium VIP Studio?**There are five rivers facing Premium VIP studios and four city facing studios.
3. **What are the amenities included in the Premium VIP Studio?**The Premium VIP Studio at Riverside House is the best single occupancy studios we have at Riverside House. The studio offers everything you need for a comfortable and convenient student living experience. It features a cosy small double bed, a study desk with a chair to create the perfect study space, and a smart TV with a TV licence for relaxation and entertainment. You’ll also enjoy a private ensuite bathroom for added privacy and convenience, as well as a fully equipped kitchenette with essential appliances, making it easy to cook and enjoy meals whenever you like.

##### **On what floors are the Premium VIP Studios ?** The Premium VIP studios at Riverside House are all located on the 5th floor which is the top floor.

##### **Luxury Studio**

1. **What is the occupancy for the Luxury Studio?**  
   The Luxury room is designed for dual occupancy, featuring a double bed, two study desks, private ensuite bathroom, and kitchenette, making it ideal for couples or shared living. They are also very popular for single occupancy as they are our largest studio we have, and therefore provide lots of additional space to enjoy.
2. **Does the Luxury Studio have a river view?**  
   Yes, all of the Luxury studios are facing the river. For the best river views, upgrade to a Luxury Plus.
3. **What are the amenities included in the Luxury Studio?**  
   The Luxury studio is an excellent choice for both single and dual occupancy students. They are designed with dual occupancy in mind, it’s perfect for couples or friends who want to enjoy the comforts of luxury living together. They are also great for single occupancy for students who require more room. You can choose between two single beds or one large double bed, tailored to your preference. The studio also comes with two spacious study desks and two large wardrobes, ensuring plenty of space and convenience for both residents. It’s the ideal living space for sharing without compromising on comfort or style.
4. **Does the Luxury Studio come with two study desks?**  
   Yes, the Luxury Studio is designed for dual occupancy, so it includes two study desks, two comfortable office chairs and two chest of drawers.
5. **Are the Luxury Studios available for single occupancy?**  
   The Luxury Studios are designed for dual occupancy only but they can also be booked for single occupancy too!   
     
   **Luxury Plus Studios**
6. **Where are the Luxury Plus Studios located**?The Luxury Plus Studios are located on the 2nd, 3rd, and 4th floors of Riverside House.
7. **Does the Luxury Plus Studio have a river view?**Yes, all of the Luxury Plus Studio provide beautiful views of the River Wey.
8. **Are the Luxury Plus Studios for single or dual occupancy?**The Luxury Plus Studios are designed for dual occupancy only but they can also be booked for single occupancy too!
9. **Does the Luxury Plus Studio have two study desks?**Yes, the Luxury Studio is designed for dual occupancy, so it includes two study desks, two comfortable office chairs and two chest of drawers.

**Luxury VIP Studios**

1. **Where are the Luxury VIP Studios located?**The Luxury VIP Studios are located on the 5th floor of Riverside House.
2. **What is the occupancy for the Luxury VIP Studio?**The Luxury Plus Studios are designed for dual occupancy only but they can also be booked for single occupancy too!
3. **Does the Luxury VIP Studio have a river view?**Yes, all of the Luxury VIP Studios provide beautiful views of the River Wey.
4. **Are the Luxury VIP Studios available for single occupancy?**The Luxury VIP Studios are designed for dual occupancy only but they can also be booked for single occupancy too!
5. **Are the Luxury VIP Studios the most expensive?**Yes, the Luxury VIP Studios are the most expensive, priced from £445 per week.
6. **Do Luxury VIP Studios have better views than Luxury Studios?**Yes, the Luxury VIP Studios offer better views of the River Wey, as they are located on the top floor. The top floor also has less studios so it is quieter compared to other floors.

##### **Premium Extra Studio**

1. **What is the cost of a Premium Extra Studio per week?**Please refer to our website for live pricing.
2. **Where are the Premium Extra Studios located?**The Premium Extra Studios are located on the 5th floor.
3. **What is the occupancy for the Premium Extra Studio?**The premium extra studios are for single occupancy.
4. **Is there a kitchenette in the Premium Extra Studio?**Yes, the Premium Extra Studio has a fully equipped kitchenette with cooking facilities.

**Safety and Security**

1. **What are the safety measures at Riverside House ?**The property has fire alarms, smoke detectors, clearly marked exits, and emergency response protocols to ensure resident safety during emergencies.
2. **Are there security personnel on-site at Riverside House?**  
   YYes, there are on-site teams available to assist residents and address security concerns as needed.
3. **What security features are in place at Riverside House?**  
   Riverside House has various security features including secure entry points, CCTV coverage, and a controlled access system to maintain safety.
4. **Are the studios equipped with secure locks?**  
   Yes, each studio is fitted with secure locks to provide residents with additional peace of mind.
5. **Is there CCTV coverage in the building and common areas?**  
   Yes, 4K CCTV monitoring is in place throughout the building and in all common areas that staff have access to 24 hours a day.
6. **How is access controlled at Riverside House?**  
   Access is controlled via a secure fob entry system, ensuring that only residents and authorised personnel can enter.
7. **Can visitors access the building freely, or are there restrictions?**  
   There is no restriction on tenants bringing a visitor into the building as this is your home. Please be aware that tenants are responsible for the behaviour of their guests in the building.
8. **Is there a system for reporting lost keys or security concerns?**  
   **I**f you lose your keys or have any security concerns, simply speak to your property manager, who will assist you in getting back into your studio. If it's outside of office hours, don't worry, you can contact the Unilife 24-hour emergency line, and we'll provide you with remote assistance to resolve the issue quickly and efficiently.
9. **How do residents report security issues or incidents**?  
   If there is an emergency, please call the services on 999. You can also contact the Unilife team, 24 hours a day, 7 days a week on the Unilife 24-hour emergency line.
10. **Are the studio doors equipped with an electronic security system?**  
    Yes, studio doors are equipped with secure electronic locks for enhanced safety.
11. **Is there a 24/7 security hotline or emergency number for residents?**  
    Yes, residents are provided with a 24/7 Unilife emergency contact number to report urgent issues.
12. **What safety measures are in place in Riverside House in case of an emergency?**  
    Riverside House has comprehensive safety measures in place, including fire safety protocols and emergency evacuation plans to protect residents in case of an emergency.
13. **Are there fire alarms and smoke detectors in each studio?**  
    Yes, each studio at Riverside House is equipped with fire alarms , heat detectors for resident safety.
14. **Does Riverside House have a fire evacuation plan?**  
    Yes, Riverside House has a well-established fire evacuation plan to guide residents safely out of the building in case of a fire.
15. **Are fire drills conducted regularly at Riverside House?**  
    Unilife does periodic fire drills to ensure residents are aware of the correct evacuation procedures.
16. **Are the building exits clearly marked and accessible in case of an emergency?**Yes, all exits are clearly marked and easily accessible to ensure a safe and efficient evacuation during emergencies.
17. **Are there fire extinguishers and safety equipment in the common areas?**  
    Yes, fire extinguishers and other safety equipment are installed in common areas throughout the building.
18. **How are residents notified in case of a fire or emergency?**  
    Residents are notified through the building’s alarm system and any additional communication from on-site staff.
19. **Does Riverside House provide safety training or guidelines for students?**  
    Yes, safety guidelines and instructions are provided to students during move-in and throughout their stay as needed.
20. **Is there a first aid kit available in the building?**  
    Yes, a first aid kit is available on-site which is located in reception.
21. **Is the building accessible for people with disabilities in case of an emergency?**Yes, Riverside House is fully accessible for students with disabilities. The property features a lift for easy access, and we offer specially designed accessible studios on-site to ensure comfort and convenience.

### **Contact Information**

1. **How can I contact Riverside House for inquiries or bookings?**  
   You can contact Riverside House via phone at +44 7802 322917 or email on [yourspace@unilife.co.uk](mailto:yourspace@unilife.co.uk).
2. **What is the response time for inquiries?**  
   The Unilife team will aim to respond to all enquiries on the same day.
3. **How can I schedule a viewing of Riverside House?**  
   You can schedule a viewing by contacting the team via email or phone. Alternatively, you can use their live chat feature on the website to make arrangements.
4. **Are there any social media platforms where I can contact Riverside House?**Yes, you can visit the Unilife official accounts on TikTok, Instagram, Facebook, WeChat and Whatsapp. Please search Unilife Student Living.
5. **Is there a customer service or support line available at Riverside House?**You can contact Riverside House via phone at +44 7802 322917 or email on [yourspace@unilife.co.uk](mailto:yourspace@unilife.co.uk). If you are a current resident, you can contact the property manager directly from the Unilife mobile app.
6. **Can I contact Riverside House through FaceTime for a tour or assistance?**Yes absolutely, FaceTime is available as an option for virtual tours or assistance with any queries. Please reach out to us to book a virtual viewing!