



u-student.com
your place your space

YOUR STEP BY STEP GUIDE TO BOOKING YOUR ACCOMMODATION

Thank you for considering **u-student.com** for your student accommodation.

We recognise you have a “**choice**”.

We aim to ensure we are your first “**choice**”.

- Step 1** You have chosen the University of Sunderland for your studies and need somewhere to live. All university accommodation can be viewed at <http://services.sunderland.ac.uk/facilities/residentialservices/>. If you wish to live with us at **The Forge – U Student Village** your next step is to reserve your room.
- Step 2** To reserve your room at **The Forge – U Student Village** simply complete our Application to Reserve Accommodation form and submit it to us with your reservation fee payment of £300.00 (Cheques to be made payable to U Student (Sunderland) Limited)
- Step 3** We will reserve your room for you and send you an email confirming receipt of your application
- Step 4** We will then carry out the necessary student verification and credit checks
- Step 5** You will then receive by email your Tenancy Pack (consisting of Tenancy Agreement, Accommodation Handbook, Parent/Guardian Guarantor Form, Standing Order, Wireless Internet Connection Booklet/Form) which you should read and check carefully before completing fully, including signing where required. If you have an **UNCONDITIONAL OFFER or are a RETURNING STUDENT** please ensure the completed Tenancy Pack with damages deposit (£317.50) is returned to us within 7 days of receipt; or, if you have a **CONDITIONAL OFFER** no later than 7 days after publication of A Level results. Please understand we can do nothing further until we receive a complete and correct Tenancy Pack and damages deposit payment from you.
- Step 6** Upon receipt from you we carefully check and approve (or return to you if incorrect/incomplete) your Tenancy Pack, we will send you a confirmation email.
- Step 7** Approximately 2 weeks prior to your arrival date we will email confirmation of your arrival arrangements

Step 8 Upon arrival you will receive your copy of your completed Tenancy Pack, sign in, receive your keys (and any pre-booked Essential Packs) and settle in to your student life at **The Forge – U Student Village**

Distance Selling Information

Under the Consumer Protection (Distance Selling) Regulations 2000, we are required to provide you with certain information as we have not met with you face to face before entering into a contract (Tenancy Agreement) with you.

The name of the supplier of your accommodation is U Student (Sunderland) Limited and its contact details are:

Address: Neville Road,
Sunderland,
SR4 6PL

Telephone: 07786 097695

Email: info@u-student.com

Fax: To be advised

The service which we will be supplying to you is a furnished study bedroom on a self catering basis. Details of the contract period, together with details of the utilities and services included, are set out in the Tenancy Pack.

The price of the accommodation and arrangements for payment are set out in the guide entitled “What does it Cost? – How do I Pay?” which is enclosed in your Tenancy Pack, but in summary, you make a legally binding commitment to pay rent for the full period of your contract. This rent price includes all charges for utilities (gas, electricity and water) and restricted broadband access, but not telephone services.

If we have not met with you prior to you entering into the contract, you have the right to cancel your contract by giving us written (by e-mail, fax or recorded post) notice within 7 working days, beginning on the day after the date the contract becomes binding. Once the Tenancy Pack (including the signed Tenancy Agreement) is received and checked by us, you will receive a dated email of confirmation, which will be considered as the date at which the contract becomes binding.

You cannot cancel once we have started to provide the accommodation to you, even if this is within 7 days of our confirmation email. After you collect the keys and/or place belongings in the accommodation and/or move in, it is too late to cancel.

There is no extra charge for booking your accommodation by post or other means of distance communication.

The offer of accommodation and the price remain valid until the deadline stated in Step 5 above. After that date the offer will automatically lapse if you have not accepted it.

Subject the above provisions regarding your cancellation rights, in the event of you having to cancel your reservation with us the following applies:-

- ✘ The £300.00 reservation fee is non-refundable in all cases other than where the reservation is made at the time of having a conditional offer from the University and that offer does not progress to a full unconditional offer due to the students results. In this instance alone 50% of the reservation fee will be refunded.
- ✘ If you are in credit with your rent payments and you have to cancel for any reason, your rent is still payable up to the end of the tenancy agreement period or until such time that your room is let again and in that instance any unallocated portion of your rent received will be returned to you.
- ✘ If you have not paid your rent but have completed and returned all relevant paperwork, you must understand you remain responsible for rental payments even if you do not take up your room, up to the end of your tenancy agreement period or until such time that your room is let again.

Data Protection Act

U Student (Sunderland) Limited is a data collector and is registered with the Office of the Information Commissioner as required under the Data Protection Act 1998. We require certain information from you to enable us to manage the accommodation and will only process your personal data in accordance with our registration and current data protection legislation. For further details on how we deal with your personal information please go to www.u-student.com.