

Guidance for Completing the Accommodation Form

How Properties are Classified

Shared houses/flats (Whole properties or Rooms in shared properties)

This applies to all those properties that house three or more students. Tenants have their own room and share the kitchen, living room (if there is one) bathroom and toilet with other tenants. Properties can be advertised as available to let to a group of students as a whole or as individual rooms in a property or both.

Bedsits - A bedsit is a room which contains some form of self contained amenity, normally a small kitchen or separate washing basin/cooking facilities. Bedsits often share a bathroom and toilet with other residents.

Studios - A studio is a self contained property which contains most of the amenities within one room, usually has a separate bathroom. Rent is advertised as the total rent for the property per week.

Self-contained flats/houses - This may be a flat or a small house let to one or two people. None of the facilities are shared. The property has its own bathroom, toilet and kitchen. Rents are shown per flat.

Rooms in an Owners home - This means sharing a house with the owner where most facilities are shared and meals or other services may be provided.

The nature of the accommodation should be detailed in the advertisement in section 3 of the form.

Rent Levels

We ask you to state the rent payable as a weekly sum so that students can easily compare rents. Remember that in order to calculate a monthly rent into a weekly rent you need to multiply by 12 (for each month of the year) and divide by 52 (the number of weeks in a year). The fact that you are stating the rent weekly does not stop you receiving rent over whatever time period you wish (e.g. monthly, termly or quarterly).

Advertisement Fees for Bedsits and Flats

For the purpose of charging fees a bedsit can count as a room in a shared house so long as a number of bedsits in one property are displayed as one advert. If each bedsit is to be shown individually then each will be charged as a single property. Each self contained flat is counted as an individual property even where it is at the same address as other flats or bedsits.

Information Box

Use this to give further details about your property. There is a word search facility on the web that will highlight your property if the word a student enters matches one you have used in your advertisement. You can specify that your property is suitable for postgraduates, couples or families.

Information for Owner Occupiers

You need to provide more details about your living arrangements in the box provided.

Returning these Forms

Completed forms can be posted to:

Student Housing Bureau
Student Administration Centre
Royal Holloway University of London
Egham, Surrey
TW20 0EX

Alternatively, they can be faxed to +44 (0)1784 276 164. It is not possible to take property details over the phone. You will be sent a copy of all your adverts. It is important that you check them for errors. If you need to make any amendments to your advertisements then please contact the Student Housing Bureau.

When Your Property Has Let

When you know that your property is taken please let us know as soon as possible. If you do not tell us it is inconvenient for students and yourselves.

Re-Registering on RHULstudentPRS – A Step by Step Guide

Online Re-Registration (Returning Users)

1) Check your preferred method of registration – Although you will have used the online system, you can choose to register new and re-register existing adverts through the paper forms. If you would prefer to follow this method please follow the instructions for 'Paper Re-Registration'. If you are advertising a property which has already been added to RHULstudentPRS / Netlet RHUL in a previous year then this would be considered a re-registration, since the advert details will have been retained by our system. If you are advertising a property which has *not* been added to RHULstudentPRS before then this would be considered a new-registration.

2) Check Your Login Details - As a landlord who has already used the system, you will already have a landlord's record on RHULstudentPRS and unique login details to access this. Please ensure you have these to hand and recorded in a safe place since you will need to use these to access the Landlord 'Back-End'. If you have problems accessing the back end it will be worth consulting our FAQ guide at the following web address:

<http://www.rhul.ac.uk/studentlife/accommodation/privatesectorhousing.aspx> It is strongly recommended that you keep this section up to date and that you change your password to something more memorable once you have logged in. Make a note of all your login details.

Please note: If you cannot remember your login details do not try to register a new account. This will only create a duplicate and will not give you access to your original account or your advert. Please contact the Student Housing Bureau for further assistance.

3) Log into RHULstudentPRS Landlord Back-End – Go to Landlord Section then Registration Page - You will see that when you go to www.rhulstudentprs.org you are presented with the home page for the RHULstudentPRS site. Along the top of the page you should see a row of options and third from the right will be titled 'Landlords'. This is a link to the Landlords' homepage. Amongst the details here will be a link to [Register](#) online. Please click this link. *Note: please ignore the option on title bar called 'Login' as this is only a login for registered students.*

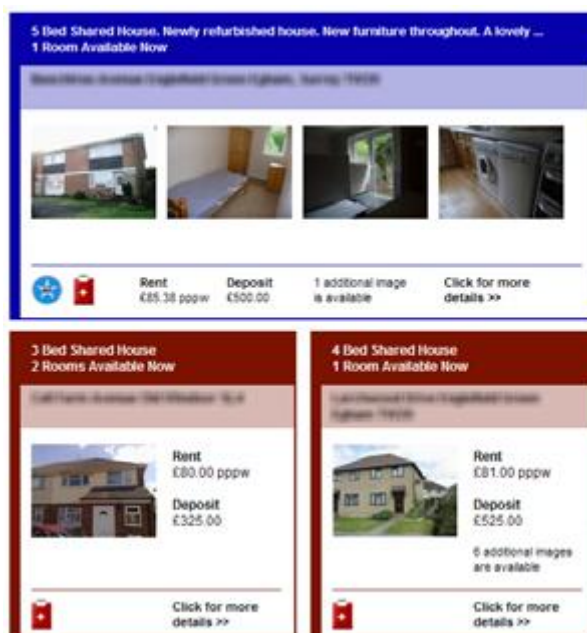
4) Update Your Contact Details – The first port of call will be for you to update your details, especially if any have changed since you last used the site. Click on the section titled 'My Details'. This section will allow you to monitor and edit the contact details which will be displayed on your adverts and your registration details.

5) Re-Register Existing Adverts - Once you are happy that you have updated and accepted the changes under 'My Details' then please visit the 'My Adverts' tab. If you have a property advert which is already on the system then you should use the 'readvertise' function. Whilst in the 'My Adverts' section please select the 'Lapsed' tab. This should list all property adverts which have previously been on Netlet in the last year. If it has been more than a year since you have advertised then you should check the 'Archive' tab. You should see the property you wish to readvertise listed in a table. Click onto the address to bring up the full details of this advert. From the left-hand side you should see a button called 'Readvertise', which you will need to click.

6) Update the Property Details – Once you have clicked 'Readvertise' then you will be presented with a new advert with the previous details copied from it. You must update the date that the property will be available (under the **Availability** section) and the number of rooms available (under the **Property Details** section). All other details will be listed as they were when they were originally entered. If any have changed you should update them as required. It will be a good idea to check what is written under each of the following sections: **Address, Availability, Property Details, Rent, Other Charges, Space, Heating & Water; Living; Safety / Security; Owner / Occupier (for lodgings only); Other Options; Extra Info; Photos;**

Energy Performance Certificate (not mandatory for lodgings). Please consult our [Guidance for Completing the Accommodation Form](#) for information about how to fill in Accommodation Forms. Please contact the Student Housing Bureau if there is anything you are not clear on.

7) Large Adverts - This year we will again be providing the option of Large Adverts (example below). For an extra premium, property adverts can be featured on search results as a Large Advert, occupying the space of two standard adverts and displaying a range of secondary photos.



All Large Adverts will carry an extra fee of £30.00 in addition to standard advertising fees. If you would like to take advantage of this feature to boost the profile of your property then you will need to contact the Student Housing Bureau once you have finalised your advert for approval, providing details of your property address and your name (01784 443338 / studenthousing@rhul.ac.uk).

8) Add and Update Photographs – If you have not already done so then you should consider adding photographs of the property. Based upon feedback from landlords and students this does provide your advert with a distinct advantage compared with an advert with no photographs. When choosing photos to load then please also ensure you choose flattering photographs, which are light, bright and show the room from a clear angle. This will also make the impact of the advert more effective. Any digital photographs to upload to your advert this will need to be done in the 'Photos' section. Under this section you will be able to see a list of nine spaces where up to nine photos can be selected. The first on the list will act as the main photograph for the property, and it is usually best to select a picture of the property exterior.

- **Selecting from photos which are already uploaded** - If you have already uploaded some photos click 'choose' to select a photograph from your photo portfolio. All photographs which you have uploaded should be shown in a pop-up screen. Click on the one you would like to be displayed in the space you have chosen. You should see the preview update with
- **Selecting photos which are not yet uploaded** – If you haven't uploaded your photos you will need to upload them to your photo portfolio before proceeding. Click the 'choose' button so the purple pop-up screen appears. There will be a link at the top of the box which will allow you to upload photos. Click the link and the box will refresh to show an option to 'browse' photos to upload. This will allow you to explore your

hard-drive and any storage devices (e.g. CDs or USB sticks) to select the photo you want to upload. Underneath this enter a description that is unique to the property (e.g. the street address), and then click 'Upload'.

The two images below should update to show the 'original image' and the 'modified image'. If you need to crop any white spaces or rotate the image you will be able to do this here. Next click accept to complete the upload, and you should then see the image appear in the photo portfolio. Click on the image when viewing the portfolio and it will be selected for the relevant image space in your advert.

9) Accepting Your Changes – Once you are happy that the advert is ready, then click the 'Accept' button at the bottom of the advert page (clicking 'Cancel' will cause you to lose the advert and you will have to repeat the process from step 3). Following this you will be prompted by a dialogue box asking you if you would like to set the advert as 'Ready for Approval'. If you click 'OK' then we will be signalled to check the advert so that it can be made available online. Clicking 'Cancel' will still save all your information but it will set it as 'Not Ready For Approval' (which means we will not check it or make it available online).

10) Saving an Advert to Continue Later – If you create an advert you can partially complete the form and then continue at another time if you wish. Simply click 'Accept' and then when prompted click 'Cancel' to indicate that it is Not Yet Ready for Approval.

11) Make a Payment – Once you are happy that the advert is ready to go online, you will need to submit a payment of the appropriate advertising fees for the property. Our fee tariff is as follows:

Fee Category & Property Type	Annual Fee
A: Non-Accredited Properties 1 - 4:	£55 per property
B: Non-Accredited Properties 5 - 8:	£50 per property
C: Non-Accredited Properties 9 and up:	£35 per property
D: Accredited Properties:	£35 per property
E: Lodgings (Owner-Occupier):	£40 per property
Large Adverts (in addition to standard advertising fee)	£30 per property

(all prices are inclusive of VAT, and are valid until 28th November 2011). We will *only* approve adverts to go on our lists once we have received a payment of these fees. There are several ways in which payment can be made:

Payment by Credit / Debit Card (Online Store) - You can pay for your fees online by credit / debit card. By visiting the link below you will reach the Online Store homepage. Details of the RHULstudentPRS fees and how you can pay them can be found under the 'Student Housing Bureau' section of Online Store. You will see options to add the different property types to your 'shopping basket'. Each time you add a fee to your 'basket' you will be prompted to give the landlord's name, reference number (if this is not known then leave this field blank), and the property address. Please make sure that you add the correct amounts to your 'shopping basket'. This is our preferred method of payment. In order to pay via the Online Store you must have registered an account on the system (note: this account is entirely separate to your RHULstudentPRS Account). You can either set this up before you begin to 'shop' for your fees or as you proceed to pay:

<http://onlinestore.rhul.ac.uk/>

Payment by Cheque - If you prefer to pay by cheque then you can do so posting a cheque to us, or dropping it into the office directly. Cheques should be made payable to 'RHUL' or 'RHBNC'. If you do decide to send a cheque please attach a note clearly displaying your name, your RHULstudentPRS owner reference number (if known), the properties you are

paying for, and the advert reference numbers (where known). Please send all cheques and notes to the address below:

Student Housing Bureau
Student Administration Centre
Royal Holloway, University of London
Egham
Surrey
TW20 0EX

12) Await Approval – After you have set the advert as 'Ready for Approval' it will be checked by a member of Student Housing Bureau staff. If there are any queries or problems with the advert itself we will be in contact directly. As mentioned above, we will make adverts live following receipt of payment, and we should be able to make adverts live within 5 working days. 2011 advertising will commence on **Tuesday 11th January 2011**, and until then adverts will not be displayed on the website. Once it has been made live, your advert will appear under the 'Current' tab of your 'My Adverts' page.

Paper Re-Registration (Returning Users)

1) Check your preferred method – Although you will have originally registered yourself with us by returning paper forms, you may want to now have access to the online landlord's 'back-end', in which case you will need to contact the Student Housing Bureau to receive login details. Otherwise, to re-register by paper, you will need to follow the steps below.

If you are advertising a property which has already been added to RHULstudentPRS / Netlet RHUL in a previous year then this would be considered a re-registration, since the advert details will have been retained by our system. If you are advertising a property which has *not* been added to Netlet RHUL before then this would be considered a new-registration, and the Owner Form would need to be returned with an Accommodation Form.

2) Collect forms – You will need to collect the correct forms register or re-register yourself on RHULstudentPRS. The forms can be downloaded in PDF format from the RHULstudentPRS website directly. You can also request these forms from the Student Housing Bureau directly (01784 443338 / studenthousing@rhul.ac.uk) and they will be mailed out to you within 3 working days.

3) Complete the Owner Form – The key form that we require to be completed for re-registering landlords is the Owner Form. You should enter all your details fully, especially if they have changed since you first registered. Below the section for your details there will be a table for you to enter the details of the property advert(s) that you are registering or re-registering. If you have already advertised a property on RHULstudentPRS then you will need to ensure that you enter the date available and the number of rooms available here. If any other information on the advert needs to be updated you should enter this upon an Accommodation Form and return it to us.

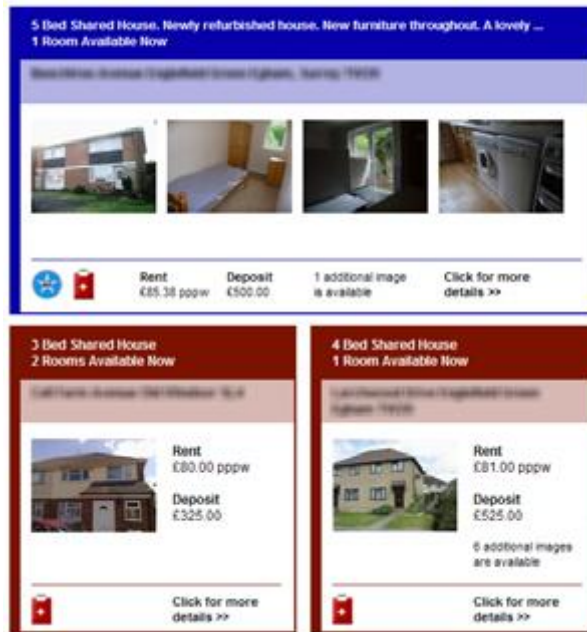
If the property you are advertising with RHULstudentPRS has not been added to the system previously then you will need to fully complete an Accommodation Form (see step 4).

If we receive an incomplete form then we will return them to landlords to finish. The Student Housing Bureau will be happy to advise if you are not sure about how to fill in these forms. Please consult our [Guidance for Completing the Accommodation Form](#) for information about how to fill in Accommodation Forms.

4) Complete the Accommodation Form – As mentioned before, properties which are being re-registered do not necessarily need an Accommodation Form to be completed, since the system will have retained the advert details from previous years. However, if any details need to be updated (e.g. rent, deposits etc.) you will need to use an Accommodation Form to indicate which parts of the advert need updating. We will otherwise assume that no changes need to be made to re-registered adverts.

New property adverts, which have not previously been advertised through RHULstudentPRS, will need to have an Accommodation Form completed for them in full.

5) Large Adverts - This year we will again be providing the option of Large Adverts (example below). For an extra premium property adverts can be featured on search results as a Large Advert, occupying the space of two standard adverts and displaying a range of secondary photos:



All Large Adverts will carry an extra fee of £30.00 in addition to standard advertising fees. If you would like to take advantage of this feature to boost the profile of your property then you will need to ensure that you indicate this at the end of the Accommodation Form (relevant the tick box in Section 10). Please also ensure you provide the correct fees for this feature (see section 6).

6) Payment of fees – Before any advert is made live on RHULstudentPRS we must have received payment of the correct amount of fees. Our fee tariff is as follows:

Fee Category & Property Type Annual Fee

A: Non-Accredited Properties 1 - 4:	£55 per property
B: Non-Accredited Properties 5 - 8:	£50 per property
C: Non-Accredited Properties 9 and up:	£35 per property
D: Accredited Properties:	£35 per property
E: Lodgings (Owner-Occupier):	£40 per property
Large Adverts (in addition to standard advertising fee)	£30 per property

(All prices are inclusive of VAT, and are valid until 28th November 2011). If you would like to pay by cheque please enclose the appropriate amount (cheques payable to 'RHUL' or 'RHBNC') and we will process this with your forms. *Please note we cannot be held responsible where postal delivery is delayed or lost.*

Alternatively you can pay for your fees online by credit / debit card. By visiting the link below you will reach the Online Store homepage. Details of the RHULstudentPRS fees and how you can pay them can be found under the 'Student Housing Bureau' section of Online Store. You will see options to add the different property types to your 'shopping basket'. Each time you add a fee to your 'basket' you will be prompted to give the landlord's name, reference number (if this is not known then leave this field blank), and the property address. Please make sure that you add the correct amounts to your 'shopping basket'. This is our preferred method of payment. In order to pay via the Online Store you must have registered an account on the system (note: this account is entirely separate to your RHULstudentPRS account). You can either set this up before you begin to 'shop' for your fees or as you proceed to pay:

<http://onlinestore.rhul.ac.uk/>

7) Return Completed Forms – Once you are happy that you have completed the forms satisfactorily you should return them to the Student Housing Bureau as soon as possible. Please post forms back to the following address:

Student Housing Bureau
Student Administration Centre
Royal Holloway, University of London
Egham
Surrey
TW20 0EX

If you are not sure if we have received these files then please feel free to contact the Student Housing Bureau to check. We are also happy to accept paper forms which are faxed or scanned. If you would like to fax the completed forms, please send them to 01784 276164. Alternatively, if you scan a copy you can email it to privatesector@rhul.ac.uk and a member of the Student Housing Bureau will process the forms. Please ensure you write your name and contact details in the email, should there be any questions we need to raise with you.

8) Sending Photographs – If you have digital photographs of the property you want to advertise then you are strongly advised to send them attached to an email to privatesector@rhul.ac.uk, and we can add them to your advert. If you do send an email please make sure it contains your name and clearly indicates which property the photographs are for. For digital photographs this is recommended over printing the photographs and sending them with the forms, as this will prevent the picture quality from being lost. If you have photographs from an ordinary camera on photo-quality paper then you will need to either scan them or send them in the post for us to scan, indicating which property they are for. If you wish for these photos to be returned to us then please write your name and address on the back.

9) Confirm with student housing – Once you have posted your forms they should be processed within 5 working days. The Student Housing Bureau will check all forms, and should there be any problems we will be in touch with you directly. 2011 advertising will commence on **Tuesday 11th January 2011**, and until then adverts will not be displayed on the website.