

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.

Registering on RHULstudentPRS – A Step by Step Guide

Online Registration (First Time Users)

1) Check your preferred method of registration - Firstly, please consider if you would like to register online. If you do not feel confident with computers then it is not necessary for you to register online, and we will accept a registration by paper (see above). *If you have already registered by paper but wish to now to manage your adverts online, please contact the Student Housing Bureau for your login details.*

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. This page principally contains information on how to register yourself as a landlord online. 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.*

2) Fill in the online form – You will then be presented with a webpage with a black background and a purple dialogue box in the middle. Please fill in the form with your name, company (if relevant) and email address. Do check that you have entered your email address correctly as it will hamper your registration if it is not. There will also be a link to the Terms & Conditions of our service. By registering you will be agreeing to these terms.

3) Read the email with login details – Once you have clicked the register button an email will automatically be issued to you with your login details (username and password). Please allow 48 hours for this email to be delivered. If you do not receive this email it may be because you entered your address incorrectly, or because it was filtered out by your provider as spam. *Note: we have experienced continuing problems issuing emails to accounts with the domain '@virgin.net'.*

4) Await Account Activation – You will not immediately be able to access your account on RHULstudentPRS. The Student Housing Bureau will check each registration before it is activated. When your account has been activated you will be sent an email confirming this. If you do not receive an Account Activation email from the Student Housing Bureau within 2 working days of registering please feel free to contact us to check the progress of your registration.

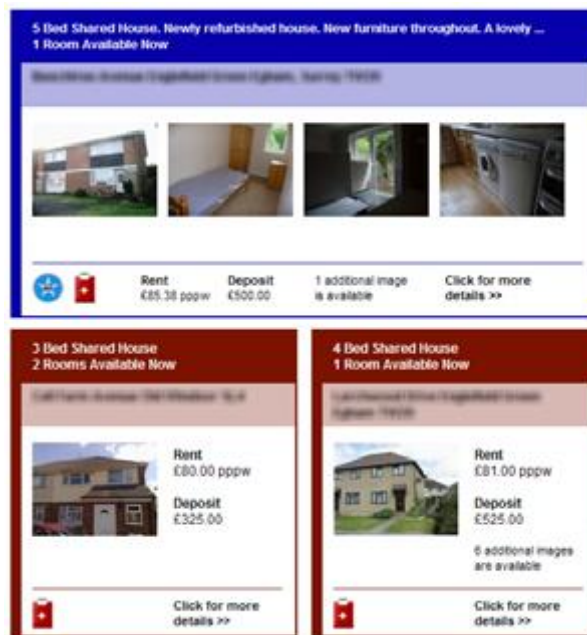
5) Logging in first-time – Once your account has been activated you will be able to login to the Landlord Back End (<https://www.securestudentprs.org/rhul/owners/OwnerStart.asp>) using the account details emailed to you originally. Your password will have been randomly generated and is case sensitive. To avoid any errors it will be easiest to copy and paste directly from the email. If you have trouble with your password, please contact the Student Housing Bureau (studenthousing@rhul.ac.uk / 01784 443338).

6) Update 'My Details' – The first port of call will be for you to update your details. 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. 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.

7) Adding your Adverts – Once you are happy that you have updated and accepted the changes under 'My Details', then please visit the 'My Adverts' tab. This section will allow you to create, edit, manage and remove any property adverts with us. To add an advert please click the 'Add Advert' option.

8) Enter the Property Details – On choosing to create an advert you will be prompted to fill in a number of sections, each concerning a different aspect of the property. You should systematically fill in the form, making sure you have completed 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](#) sheet for information about how to fill in Accommodation Forms. Consult the Student Housing Bureau if there is anything you are not clear on.

9) Large Adverts - This year we will again be providing the Large Adverts feature (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).

10) Photographs – If you have 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. A thumbnail will appear on the advert form, and you can add further photographs to other spaces in the same way.
- **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.

11) 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 all your information). 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).

12) 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.

13) 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 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 to make payments:

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 by 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

14) 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. 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 'My Adverts.'

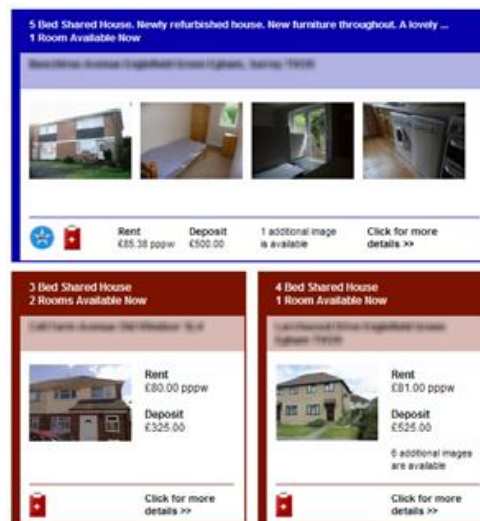
Paper Registration (First Time Users)

1) Check your preferred method of registration - Firstly, please think if the paper registration is going to be your preferred method. If you are not confident with computers then this may prove to be a more reasonable option for you; however, you will not have access to managing your personal and advert details unless you request this from the Student Housing Bureau directly.

2) Collect forms – You will need to collect the correct forms to register yourself as a landlord 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 (01784 443338 / studenthousing@rhul.ac.uk) and they will be mailed out to you within 3 working days.

3) Fill the forms in completely – Print off the forms and take some time to fill them in completely. If we receive incomplete forms we will need to return them to landlords to finish. We need a copy of both forms in order to process your registration. 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) 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 (through the tick box). Please also ensure you provide the correct fees for this feature (see section 5).

5) 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 fees are inclusive of VAT and 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 by 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/>

6) 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 completed 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 forms 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 +44 (0) 1784 276 164. 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 them. Please ensure you write your name and contact in the email in case there are any questions we need to raise with you.

7) 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. 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.

8) 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.