



## Student Accommodation Terms & Conditions

Thank you for your interest in Cityheart Living student accommodation managed on behalf of the University of the Highlands and Islands. We ask that you read these terms carefully so you may fully understand the application process.

1. By completing a Booking with us you and your Guarantor will be entering into a legally binding agreement with us.
2. By submitting your Booking, you are also agreeing to the terms of a Short Assured Tenancy Agreement and our Code of Conduct.
3. You must follow all steps as detailed on our web page <https://studentaccommodationuhi.co.uk> You will receive e mails at each stage in the process and you will not be allocated a room until your details have been validated by the University, you have completed, signed and returned all documents and have paid the initial £350 forward rent. Only at this time, and once you have received an e mail confirmation, can you be certain that a space has been allocated to you.
4. We will only use your personal details to confirm that the information you have provided to us is accurate and so that we may process your application.
5. You must also state whether you have any disability-related requirements. We take such steps as we are reasonably able in all the circumstances of each case to accommodate disability related requirements. There is a limited number of disabled-access rooms and these are subject to availability.
6. In the event that no Bookings for disabled-access Rooms are made in relation to a particular residence, such Rooms may be allocated to those without disability-related requirements.

7. All applicants for accommodation must have a Guarantor. Unlike many providers, Cityheart Living do not take damages deposits up front in order to ease the financial burden for those applying. This is why we require a Guarantor, irrespective of personal circumstances. Your Guarantor should fully review all documentation as they will have to countersign all documents.
8. All forms, Short Assured Tenancy, Code of Conduct, SAT5 etc. can be downloaded from our website.
9. Cityheart Living must retain all original documents- photocopies are not accepted.
10. You may submit such payments using a credit card or debit card. If you use a credit card or an international debit card, an additional 2% card processing charge is payable.
11. The term of your agreement is specified in your Short Assured Tenancy Agreement. There can be no variation to this term except under exceptional circumstances which must be agreed.
12. If you need to cancel your agreement you must notify [mariam@cityheartliving.co.uk](mailto:mariam@cityheartliving.co.uk) as soon as possible.
13. If we need to provide notice to you in relation to your application we will do so by email to the email address which you have provided. If you need to provide notice to us in relation to your application then please do so by contacting [mariamjohal@cityheartliving.co.uk](mailto:mariamjohal@cityheartliving.co.uk)