

Last updated March 2022

Q. How much will I have to pay for my deposit

A. The deposit is no more than one month's rent

Q. Are deposits refundable?

A. Deposits are refundable subject to the condition of property and rent account at the end of your tenancy

Q. Can I reserve a room?

A. We do not take reservation payments, therefore cannot reserve rooms

Q. Can I be put on the waiting list?

A. Yes - You must specify the month you require the property. UCLH employees paid via salary deduction are entitled to discount. Applicable to standard- large rooms (Central London Accommodation)

Q. Are bills included in the rent?

A. Utility Bills are inclusive in the rent except TV Licence and WIFI

Q. Do I have to buy my own furniture?

A. The property is fully furnished unless otherwise stated. We do not provide bed linen, utensils, or cutlery

Q. Do you provide a single or double bed?

A. Single bed

Q. Can relatives and friends occasionally stay over?

A. The accommodation is single occupancy

Q. Can I have a pet?

A. We are sorry, but pets are not allowed in any of our properties

Q. Can I smoke in my room?

A. No, smoking is not permitted in your room or in the communal areas

Q. When can I view the property?

A. Viewings are conducted Monday- Friday between 9am and 5pm

Q. How many people share the facilities- (Central London Accommodation)?

A. On average you will share with 10 residents

Q. Can I rent the property for 4 weeks?

A. The minimum contract is 6 or 12 months

Q. Can I reside in the property after this time?

A. The tenancy becomes a rolling contract

Q. Can I cancel the tenancy at any time?

A. You must adhere to the obligations laid out in your tenancy agreement

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Q. Can my friend view the property on my behalf?

A. The applicant is required to view the property in person for right to rent purpose

Q. Can I accept an offer without viewing the property?

A. Yes, however we strongly advise applicants to view the property and facilities. NHG may still require the applicant to view the property in person without giving a reason

Q. Can I see photos of the actual room?

A. Yes or example pictures can be provided

Q. Can furniture be removed from the room?

A. No

Q. How much is the rent per month?

A. Please refer to the website

Q. How long does the application process take?

A. Once Notting Hill Genesis has confirmed the offer in writing, the referencing may take between 3-7 working days

Q. What does the referencing involve?

A. Referencing is processed via a third-party company- Goodlord

[Goodlord | Tenant referencing](#)