Fortis Student Living offer a variety of student accommodation nationwide. Fortis Lettings and Management alongside Fortis Estate Management operate the brand.
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FORTIS STUDENT LIVING
FREQUENTLY ASKED QUESTIONS

1. HOW DO I BOOK A VIEWING?

You can book a viewing by calling us on +44(0)843 508 7356 or by sending us an email to enquiries@fortisstudentliving.com.

2. HOW DO I BOOK A ROOM?

You can book a room online by using the ‘BOOK ONLINE’ button (top right hand corner). It’s a really easy process and should take you 10 minutes max.

For more information on the booking process please visit our Information Page.

3. DO YOU ALLOW MULTIPLE TENANTS IN ONE ROOM?

Yes, we do.

We do not charge any additional rent for dual occupancies.

If you would like more information on a dual occupancy room, please contact us on +44(0)843 508 7356 or email enquiries@fortisstudentliving.com.

4. CAN I CANCEL MY BOOKING?

After securing a booking, students have a ‘14 days cooling off period’ where you can cancel free-of-charge and receive a full refund.

After the ‘14 days cooling off period’, students will have to find a replacement tenant for their room, or provide legitimate proof of why they are unable to continue the tenancy.

Further information can be found on our Information Page.

5. I CAN’T PAY MY RENT, WHAT SHOULD I DO?

Firstly, please do not worry.

A full break-down of your rental instalments and due dates is visible on your MyFortis account.

If you are struggling to pay an instalment, please speak with your Accommodation Manager in advance.

If your student finance is not in-line with your rental instalments, please also speak with your Accommodation Manager in advance.
6. WHAT WILL HAPPEN IF I DON’T PAY MY RENT?

A full break-down of your rental instalments and due dates is visible on your MyFortis account.

If you do not pay your rent on time, you will be sent a reminder email and also contacted by your Accommodation Manager.

After 14 days, if your rent has not been paid, contact will be made with your guarantor.

7. WHEN DO I GET MY DEPOSIT BACK?

At the end of your tenancy, a member of the accommodation team will conduct a full inspection of your room. Providing there is no damage and your room has been left the same as when you moved in,