

Rent Guarantor FAQ's

What is a Rent Guarantor?

A rent guarantor is someone who agrees to take financial responsibility for your accommodation. If you fail to pay rent or other charges, the guarantor must cover the debt under a binding legal agreement.

- The guarantor must be financially able to cover all costs for the full tenancy period.
- A completed guarantor form must be uploaded during the application acceptance process.
- Guarantors will be contacted if payments are outstanding.
- This is **not** a credit check, and guarantors do not need to be UK-based.

Who can act as my guarantor?

A guarantor is someone who is financially able to cover your accommodation costs if needed. This is usually a family member, but it can be anyone. Guarantors are not credit checked and do not need to live in the UK.

Why does the guarantor form need to be witnessed?

The guarantor form must be signed, dated, and witnessed to confirm its validity.

Who can witness the guarantor form?

- Anyone who is not a family member
- Anyone who does not live at the same address

I am an international student – Do I need a guarantor?

Yes. All students must have a guarantor. This can be a parent, guardian, or friend, and they do not need to live in the UK.

How long is my guarantor committing for?

Your guarantor commits for one academic year at a time. If you apply to stay in accommodation for the next academic year, a new form must be uploaded onto the accommodation portal when an offer of accommodation is made.

At what point will my guarantor information be requested?

You'll be asked to upload a completed Guarantor Form when you are made an offer of accommodation as part of the acceptance process. Your room is only secured once the guarantor form is uploaded, the contract is accepted and the advance rent is paid. Please note all of these actions are carried out in the accommodation portal.

What if I'm care experienced and don't have a guarantor?

Care-experienced students are exempt from needing a guarantor. Students who are care-experienced should upload evidence of their status in place of the guarantor form when completing the accommodation acceptance process. Should you have any issues please email access@hw.ac.uk.

I am sponsored. What do I do?

Students who are sponsored should upload their sponsors letter in place of the guarantor form when completing the accommodation acceptance process. Sponsored students do not pay the advance rent payment. This will be waived by the accommodation office when your evidence is processed.

For any students who are being sponsored by an organisation, such as a state agency, commercial company or an embassy. You are required to share the letter, with the University, confirming the services for which they are paying please email this to sponsors@hw.ac.uk after your arrival.

My guarantor has decided they don't want to continue as their circumstances have changed. What are my options?

The guarantor has signed a legal agreement for the academic year so cannot withdraw during this period. We can, however, replace the guarantor upon receipt of another completed guarantor form. Please email this to halls@hw.ac.uk (Edinburgh)/ Bordershalls@hw.ac.uk (Scottish Borders campus).

My guarantor form has been rejected. What happens?

The accommodation office will check all uploaded guarantor forms. From time to time there may be missing information, or the witness may not fall within the requirements. Should this happen please ensure that you follow the steps provided by the team within 24 hours to ensure that your guarantor form is approved. Accommodation is not secured until you have uploaded the completed guarantor form, accepted the contract and paid the advance rent payment (ARP). Please note failure to provide an updated guarantor form may result in your accommodation offer being cancelled.