

ACCOMODATION REGULATIONS

WELCOME AND ACCOMODATION SERVICE (SAYA)

2^a SEMESTER, 2023-2024 ACADEMIC YEAR

INTRODUCTION

The Welcome and Accommodation Service (SAYA) was created to make students' stays more comfortable, pleasant and convenient, from arrival to the last day. Given the lack of housing and high prices in the city of San Sebastian, this service looks for and hires flats to rent out to students. The service looks for lodging while also welcoming new arrivals and finally helps them to get settled in. The flats are always as close as possible to the university and shared with other Deusto students.

The agency also offers other services for students before, during and after their stay and helps to solve any problems that may arise.

SAYA is the result of an agreement between the San Sebastian campus accommodation service and the agency Flat Renting, which oversees finding accommodation and welcoming students, jointly with the University of Deusto. This office is run by Yuraima Elósegui and Ivan Rioja. Both the campus accommodation service and Flat Renting offer all the information needed to ensure an enjoyable stay in the city of San Sebastian.

WELCOME

It will start on **SEPTEMBER 1.**

This service is **FREE OF CHARGE**. Students should indicate the exact date, time and place of arrival in San Sebastián by email. Students must send their arrival details 10 days prior to the date. Otherwise, the service is only available Monday to Friday: 9:00 am to 13:00 pm, and 15:00 pm - 17:00 pm.

Students are met and welcomed on arrival to ensure they feel comfortable from the first moment. SAYA strives to offer better welcome services for students each year, saving them of any inconvenience that could happen.

Our first task is **COLLECTING THE STUDENT** on arrival in San Sebastian at the time, date and place indicated. The service works **SEVEN DAYS A WEEK** from Monday to Sunday from 8am. until 24h. Students are taken directly to their accommodation. They also contact the Agency Flat Renting, which handles the flat rental and explains with all details.

Students are also given a map which clearly indicates the location of the flat, the university and other points of interest such as supermarkets, etc. This concludes the welcome process.

To guarantee the best possible service, students must clearly indicate the day, time and place of arrival at least **10 DAYS IN ADVANCE**. In the case that travel dates or times are changed, please send us an email or call the cell phone numbers provided.

NOTE: In the case of arrival in San Sebastian via the Bilbao Airport (Loiu), a direct bus service is available to the San Sebastian bus station (Station Donostia Geltokia, en Federico García Lorca Pasealekua, 1, 20012 Donostia).

The bus leaves from the airport (main door). The timetable as is follows:

- **MONDAY TO FRIDAY (EXCEPT HOLIDAYS):** Every hour from 07:45 to the last departure at 23:45.
- **SATURDAYS, SUNDAYS AND HOLIDAYS:** Every hour from 06:45 to the last departure at 23:45.

The trip lasts 75 minutes and the fare is 18€. Tickets can be purchased on the bus.

Company: Transportes PESA.

ACCOMMODATION APPLICATION FORM

Deadline for submission of Accommodation Application Forms:

- **UNTIL 30 NOVEMBER 2023**

Applications will only be accepted after this deadline if there are available places.

THE ACCOMMODATION CAN ALSO NOT BE GUARANTEED EVEN IF IT IS MADE WITHIN THE ALLOWED PERIOD WHEN THE FLAT RENTING AGENCY HAS NO MORE APARTMENTS AVAILABLE. IN THIS CASE THE MONEY TRANSFERRED WILL BE RETURNED IN FULL.

PROCEDURE

After having carefully read our conditions of service, those wishing to request this type of housing accommodation must fulfil the following requirements:

1. Fill the Accommodation Application Form and send an e-mail it with an ID sized photograph to the University of Deusto to the attention of Santiago Serrats, Welcome and Accommodation Service, by the deadline.

Students should furnish personal details and may express their housing preferences (although the agency cannot always guarantee fulfilment of these preferences) as well as any other observations that they wish to be considered (health problems, etc.). These observations will be attended by **FLAT RENTING**.

NOTE: In the case that the housing preferences requested cannot be met, this will not mean the invalidation of the contract with the agency and/or refund of the amount paid in any case.

2. Make a bank transfer in advance for **700 EUROS** and **SEND A RECEIPT FOR HAVING PAID**. This amount covers:
 - A. The first month's rent (average 458 €).
 - B. Administration charges (52 €).
 - C. Costs of water, electricity and gas for the first month. (Average per person: 70 €).
 - D. Any costs (commissions) incurred in the transfer will be paid by the student.

THE REST OF THE MONEY will remain as **BOND** or **DEPOSIT**, which is **RETURNED TO THE STUDENT** at the end of the stay on the floor. Which will be the result of the subtraction of these expenses to 700 € admitted. The **RETURN OF THE BOND** or deposit may not be earlier than 15 days following the month of your departure as the Flat Renting needs the spending bills arrive to later send them to you. Therefore, Flat Renting Agency will write you an e-mail a month before your departure asking for a bank account to make the return of the deposit and deliver you detailed bills.

Deposits should be made to the following account: Kutxa (KUTXABANK S.A.) as described in the ACCOMMODATION APPLICATION FORM.

NOTE: Applications will be rejected if the student **FAILS TO COMPLY** with all the requirements and **DEADLINES INDICATED**. Accommodation **CANNOT BE GUARANTEED IN THESE CASES**.

SUMMARY:

Accommodation Application Forms Will only be accepted if the following **REQUIREMENTS ARE FULFILLED:**

1. Fill in and send the Accommodation Application Form by the deadline.
2. Make a bank transfer (deposit) for 700 euros and send the receipt for payment and an ID sized picture by the deadline.

(send by e-mail to: alojamiento.ss@deusto.es)

Flat Renting will contact the student at the email address provided on the Accommodation Application Form:

1. The **FIRST EMAIL**, just receive your information, is to **CONFIRM ACCOMMODATION** (it confirms that already have accommodation), which will include general information.
2. A **SECOND EMAIL** will be sent 5 to 7 days before the arrival and will include **DETAILED INFORMATION** on accommodation.

TYPE, CHARACTERISTICS AND TERMS OF THE ACCOMMODATION

TYPE OF ACCOMMODATION OFFERED: **FLAT**

CHAREACTERISTICS OF THE FLATS

- All the flats are located outside the University Campus, but **ALL** of them are near the university; which means that you can always walk. The closest one will be 5 minutes away and the furthest one 25 minutes.

- To form the groups of each flat, the preferences you wrote in the Application will be considered. The Flat Renting Agency will **ALWAYS** complete the groups with other students from the University of Deusto.
- According to the size of the flat, the accommodations will be shared between 3 or 4 students. There can be flat with more or fewer rooms.
- The prices range from 341 to 575 euros per month. It varies according to the location, size, etc. with an average price of 458 euros per person. The expenses (electricity, gas, WIFI...) are not included in the price and are approximately €70 per person/month.
- The flats have the internet installation, but if you are interest you will have to hire it. The Agency can make the contract.
- The student has the right to a single room with independent access.
- All the flats have fully equipped bathrooms, living rooms (with some exceptions), and a kitchen (or kitchen-dining room), hot water, heating, etc.
- All the rooms are furnished, but students are recommended to **bring their own sheets**.
- The flats include basic furnishing provided by the landlord. Any extra furniture, will be covered by the student.
- The kitchen is equipped with the following (as minimum): refrigerator, washer, cooker, oven and basic kitchen utensils.

TERMS OF THE FLATS:

- The students themselves will decide how the rooms are to be distributed and how the common areas are to be used. Therefore, the agency will not reserve any rooms.
- Because each student is not able to choose his/her flat, Flat Renting will assign the students to the flats according to the preferences they have indicated on the Accommodation Application Form. The student will not be able to change flat,

unless the student looks for another person of Deusto that occupies his square, with all the rights and obligations, and providing that other companions of the floor accept the new student. The agency and the Accommodation Service, also they will be able to help in this one search though without any responsibility.

- Contracts are drawn up for the following time periods:
 - **1ST SEMESTER:** From 1 SEPTEMBER to 31 December/31 January.
 - **2ST SEMESTER:** From 1 January/1 february to **30 JUNE**.
- The contracts are realized for natural months independently of the day of arrival of the student, so whatever the day of arrival of the student will have to pay de whole month, though there will be able to be exceptional cases. It will not be possible rent the floor for one or two months, **WILL HAVE TO BE THE COMPLETE STAY**.

REGULATIONS

Once the requirements have been met, the Accommodation Application Form serves as a formal contract, and duly signed, is binding as a rental agreement. The contract is to be signed by each student once he/she has settled in the assigned accommodation. By signing, students agree to accept and abide by the conditions of this service, which are set down in the regulations, as well as the duration of the reservation. The Flat Renting Agency, will deliver a copy in a period of approximately 10 days after de signing.

On signing the contract, the terms of payment, to be made within the first five days of each month, will be specified. Measures will be taken in the case of late payment (a rise in rent, etc.)

In the case that a student has requested accommodation services and paid the corresponding deposit, but finally **DECIDES TO SEEK ACCOMMODATION ELSEWHERE**, the amount paid will not be refunded and he/she **WILL BE OBLIGED** to pay the total amount for the **STAY RESERVED**.

In the case that a student stays in the flat past the date indicated for departure, he/she will be charged the rent for the extra days.

The student must notify the day of his departure to Flat Renting Agency, with enough time, around 20 days (under contract). And before leaving the flat, the Agency and the student, together, will review the status of conservation of the it, to see if there has

been damage. If a student leaves the apartment without notifying the Agency of his departure and without an appointment to review the flat, the student is not entitled to claim any damage occurred in the house.

The deposit will be used to cover any damage to the flat which is not due to everyday use and which is not covered by the insurance policy. **FLAT RENTING** will be the depositary of this amount, which **CANNOT BE USED TO PAY RENT**.

It is strictly forbidden for anyone other than the contract signers to live in the flat. The Accommodation Service will be available from **1 SEPTEMBER 2023** until **30 JUNE 2024**.

RULES OF CONDUCT

Students will receive an email from the agency with detailed information on accommodation and rules of conduct.