

Move-in Guide

Your first steps with Studapart

1. Move-in inventory : top priority



Essential checks



Hob (cooktop) & microwave



Electrical outlets



Hot water



Flush (toilet)



Heating

Indispensable proof

Photos of every room

Videos of the equipment

Serious problems

Essential equipment
out of service

Unsanitary housing

Substantial non-compliance of the accommodation

Dangerous electricity/plumbing

Not hot water or heating

Infestation



Deadline to respect



24h

after the **lease start date** indicate on the **platform** to report any **problem**

In case of a problem



Don't collect the keys



Don't move your belongings in



Don't sleep on-site



Don't sign the move-in inventory

2. Bad surprises: solution & remedies



Failure to deliver

Situation: Keys not handed over, accommodation occupied.

Studapart Actions: Cancellation + full refund. Priority rehousing.

When to contact us? Maximum 24h after the entry date indicated on the platform.



Major non-compliance

Situation: Decent housing standards not met or non-compliant.

Studapart Actions: Termination of the lease + full refund + help with rehousing (up to 3 weeks).

When to contact us? Maximum 24h after the entry date indicated on the platform.



Infestation

Situation: Presence of bedbugs, cockroaches upon arrival.

Studapart Actions: Immediate refund of rent and fees.

When to contact us? Maximum 24h after the entry date indicated on the platform/ 72h for students from our partner schools.



Lack of maintenance

Situation: Dirty accommodation, minor repairs needed.

Studapart Actions: Mediation and daily follow-up until resolution or compensation.

When to contact us? Maximum 24h after the entry date indicated on the platform.

3. Golden rules for your protection



Always **communicate in writing (SMS, email, messaging) and share screenshots and documents** with Studapart.



Without proof, Studapart will **not** be able to rule in your favor.

Tip: keep all **our proof** in a **single folder (photos, videos, messages, contrats, etc...)**

Quick Checklist

1. Check **all essential equipment** ✓
2. Immediate reporting of **serious problems** ✓
3. **Complete file for Studapart** ✓
4. **Photos and videos** of all rooms ✓
5. **Written communication** with the landlord ✓