PRODIGY LIVING

URBAN STUDENT ACCOMMODATION

Fob access procedure

In the event of a lost key fob, the resident must alert Wilmott Student Living Staff at the earliest opportunity so that the lost fob can be disabled on the system to prevent the fob being used to access the site if found by a non-resident.

A £25 charge is applied for a replacement fob. The payment is made by card only during the office hours of Monday to Friday between 8:30am and 5pm.

*Any payments made for lost fobs cannot be refunded.

Outside office hours, key fobs cannot be purchased or issued, however Wilmott Student Living Security will provide access to rooms provided that ID is produced.

For any residents experiencing difficulties making payment, arrangements can be made for a key fob to be issued and a future payment date agreed. If at the end of the tenancy, payment has not been made, charges will be forwarded on to the Residential Services Office together with the annual end of year damage charges.

Please note that temporary key fobs cannot be issued.