

Room Move Policy 2017/18



Introduction

We hope you'll enjoy your time in Halls but if something does go wrong we have support available to help. Once you have moved in, if you have any issues with your accommodation, there are three options available to you. You can:

1. report anything that's broken or damaged in your room to your Halls Reception so they can arrange for this to be fixed or replaced;
2. get support from our Hall Life team around issues such as noise, problems with flat mates or homesickness;
3. apply to move to a vacant room.

Requesting a room move

You can apply to move into a vacant room (subject to availability) from Monday 2 October 2017.

To be eligible for a room move you must have accepted your offer of accommodation, be living in the room you were originally allocated and be up-to-date with the payment of your accommodation fees.

We cannot guarantee that a suitable vacant room that matches your preferences will be become available and therefore we recommend you work with the Hall Life team and your Halls Reception to resolve any problems in your current room, alongside this process.

There are three steps to the room move request process:

1. Complete the [online room move request form](#).
2. You will receive an email within five working days from the Student Services Centre team inviting you to an appointment. At this appointment we will discuss with you which accommodation band(s) you would like to move to. The more flexible you can be with the bands you would be happy to move to, the more likely it will be that we can find a vacant room for you.
3. You will be added to a waiting list for the band(s) you have selected.

Room move requests for medical or welfare reasons may be prioritised on the waiting list.

Next steps

Due to the complexity of managing in excess of 3,500 rooms, we are not able to estimate how long it will take to find you a suitable vacant room. As with applications, the demand for some Halls is very high which means that the process may take longer for one person than another who may have selected other bands.

If a vacant room becomes available in one of the bands you have selected and you are next on the waiting list we will send you an accommodation offer for the new room by email. You will be given 48 hours to accept or decline the accommodation offer. You can request to view the room before

making a decision and we advise that you refer to the [Terms and Conditions](#) before accepting the offer.

If you accept the offer you will need to go to the Student Services Centre to arrange your move-in date, pay a £40 fee to have your old room cleaned and to accept your new contract.

If you decline your accommodation offer or let the offer expire, you will not be made a subsequent offer. It will be assumed that you do not wish to move rooms and you will be removed from the waiting list.

Further Information

If you have any questions about the Room Move Policy please contact the Student Services Centre, e-mail: student-enquiries@royalholloway.ac.uk or telephone 01784 276641.

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