

1. Introduction

We aim to provide students with a wide range of accommodation options, offering a comfortable home so that you can enjoy and make the most of your time at university. We have over 3,000 bed spaces to offer across 12 Halls of Residence.

We prioritise applications from new undergraduate and new postgraduate students joining the University and we reserve the majority of our bed spaces to accommodate as many of these students as possible. Each year we reserve a limited number of bed spaces for allocation to continuing students that qualify for an accommodation guarantee.

When processing accommodation applications we endeavour to ensure that all applications are treated fairly and to allocate based on the preferences you have selected, offering a room that matches the highest preference possible, subject to the room availability we have at the time we process your application.

The College seeks to encourage and promote an inclusive approach to accommodation provision and to provide a safe, accessible and welcoming environment for all students including those with protected characteristics. If you have a disability, are undergoing gender reassignment or are interested in living in single gender accommodation we encourage you to discuss your specific needs at the earliest opportunity with our [Wellbeing teams](#).

2. Eligibility and allocation process

2.1 New students

2.2 Continuing students

2.3 Pre-sessional English Language students

2.4 Visiting students

2.1 New students

Eligibility

If you make Royal Holloway your firm choice for a full-time undergraduate programme, or if you accept an offer to study at Royal Holloway on a full-time postgraduate programme, you will receive an invitation by email to apply for accommodation.

Additional information for undergraduate students:

If you make Royal Holloway your insurance choice you will not be able to apply for accommodation. Following confirmation of your results, if you are not accepted by your firm choice institution, we may be able to offer you a place to study here. If you are accepted by us, then Royal Holloway will automatically become your firm choice and you will be invited to apply for accommodation.

If you apply to Royal Holloway through Clearing, you will be invited to apply for accommodation once you have accepted an offer of study.

If you joined the University as a new undergraduate student in 2022/23 and you interrupted your studies on or before **Friday 9 December 2022**, you are eligible to apply for accommodation as a new

undergraduate for the 2023/24 academic year, provided you will be returning to your studies in September 2023 on a full-time basis.

Accommodation guarantee

Undergraduate students

We will guarantee you an offer of accommodation if you hold a conditional firm (CF) or unconditional firm (UF) offer and you submit an application for accommodation between **Monday 30 January and Thursday 29 June 2023**.

Applicants who initially made Royal Holloway their insurance choice, or who gain a place with us through Clearing may receive a guarantee of accommodation. Details will be provided at the time you are invited to apply for accommodation.

If you are attending the Integrated Foundation Year or International Foundation Year and will be moving into Year 1 of an undergraduate programme in 2023/24 you will also be eligible for the guarantee available to new undergraduate students.

International postgraduate taught students

International postgraduate taught students We will guarantee you an offer of accommodation if you are an international postgraduate taught student (from outside the UK) studying primarily on the Egham Campus and you submit an application for accommodation between **Monday 30 January and Thursday 29 June 2023**. This guarantee does not apply to international postgraduate taught students who are applying for couples or family accommodation or those who will be starting their studies in January 2024.

Allocation process

We try to allocate so that new undergraduates are housed together, and new postgraduates are housed together, however please note we may need to mix new undergraduates with continuing undergraduates or undergraduates with postgraduates so that we can offer accommodation to as many students as possible.

For applications made between 30 January and 29 June

Undergraduate students and international postgraduate taught students applying within the guarantee window will be allocated a room via our automated allocation process. This puts all of the applications received into a pot and assigns a randomly generated number to each of the applications to order them. The system then offers a room that matches the highest preference possible, based on the room availability we have at the time we process your application.

Postgraduate students that do not qualify for a guarantee will be allocated on a first-come-first-served basis (subject to room availability) once the automated allocation process has been completed. We fully expect to have availability for students that do not qualify for the guarantee so you are encouraged to apply as soon as possible within our application window.

The only exception is if you are assessed as needing a particular type of room by our [Disability & Neurodiversity team](#). If this applies to you, the team will put forward a recommendation for accommodation and you will be offered a room type that best matches the assessment of your needs.

You will receive an update on your application between 17 and 21 July. For details on when you can expect to receive your formal offer please see the table at the end of this policy.

For applications made from 30 June

We will allocate (subject to room availability) on a first-come-first-served basis in date and time order of when your application was received. You will receive an email from us once you have submitted your application to let you know when you can expect to hear an update on your application.

January start postgraduate taught students

We will allocate (subject to room availability) on a first-come-first-served basis in date and time order of when your application was received

2.2 Continuing students

Eligibility

We have a limited number of rooms available for continuing students that qualify for an accommodation guarantee (see below).

Under the [Student Conduct Regulations](#), your application for accommodation (and any subsequent offer) will be rejected/withdrawn if you have received a penalty for misconduct which prevents you from living in Halls for the remainder of your programme. Under the [Student Fees Regulations](#), your application for accommodation (and any subsequent offer) may also be rejected/withdrawn if you have previously defaulted on accommodation fee payment connected to living in Halls.

Accommodation guarantee

We will guarantee you an offer of accommodation as a continuing student if you submit an application for accommodation between **Monday 30 January and Monday 20 February** **and you meet the following criteria**: a recommendation has been put forward on your behalf by Disability & Neurodiversity based on disability need (Equality Act reasonable adjustments). If a recommendation is put forward on your behalf, you'll receive an invitation to apply for accommodation via email.

Applications for the guarantee will close on Monday 20 February. If you miss the deadline you will lose your accommodation guarantee and you will not be able to submit an accommodation application for the 2023/24 academic year.

Continuing students taking up one of the following roles or scholarships are also guaranteed an offer of accommodation. Separate deadlines apply and will be communicated to you as part of the application process for these roles/scholarships:

- Chapel Warden
- Choral, Instrumental or Organ Scholar
- Hall Life Duty Officer or Assistant
- Sabbatical Officer
- Sports Scholar

If you are attending the Integrated Foundation Year or International Foundation Year and will be moving into Year 1 of an undergraduate programme in 2023/24 you will be eligible for the guarantee available to new undergraduate students (see section 2.1).

Allocation process

We try to allocate so that continuing undergraduates are housed together, and continuing postgraduates are housed together, however please note we may need to mix new students with continuing students or undergraduates with postgraduates so that we can offer accommodation to as many students as possible. Where possible, students that have completed an Integrated Foundation Year or the International Foundation Year will be housed with new undergraduates so they are mixed with other students that are starting Year 1 of an undergraduate programme.

If you are a Chapel Warden or Hall Life Duty Officer/Assistant, we will offer you a room in a Hall appropriate to your role.

Some of our accessible rooms will be held for the purposes of accommodating students with a disability or medical condition who may be unable to meet the guarantee deadline due to a recent diagnosis.

If you are assessed as needing a particular type of room by our [Disability & Neurodiversity team](#) you will be offered a room type that best matches the assessment of your needs.

Please see the table at the end of this policy for details on when you can expect to hear an update on your application.

2.3 Pre-sessional English Language Programme students

Eligibility

If you firmly accept an offer for a Pre-sessional English Language Programme, you will receive an invitation by email to apply for accommodation for your Pre-sessional course.

If you want to live in Halls, not just for your Pre-sessional course but also for the first year of your undergraduate or postgraduate programme, you will need to apply for this separately following the process outlined in this policy for new students. If you are living in Halls for your Pre-sessional course and you are offered accommodation for the first year of your undergraduate or postgraduate programme, it is likely this will be in a different room or Hall.

Allocation process

If you apply for accommodation for your Pre-sessional course, you will be allocated on a first-come-first-served basis in date and time order of when your application was received.

2.4 Visiting students

Eligibility

If you hold an offer to study at Royal Holloway on a Study Abroad, International Exchange or European Exchange (formerly Erasmus), you will receive an invitation by email to apply for accommodation.

If you are studying with us from September (for the autumn term or full academic year) you will be invited to apply from **Monday 30 January 2023**.

If you are studying with us from January (for the spring and summer terms) you will be invited to apply from **Thursday 2 November 2023**.

Allocation process

Applications will be prioritised in the following order and accommodation will be allocated on a first-come-first-served basis (subject to room availability) within these groups:

- a. Study Abroad
- b. International Exchange
- c. European Exchange (formerly Erasmus)

3. Accommodation offers

Please see the table at the end of this policy for details on when you can expect to hear an update on your application.

Accommodation offers will be available to view through the [Online Accommodation System](#). A notification email will be sent to the email address you registered with the Accommodation System to let you know once an offer has been made. However as emails can sometimes be blocked or sent to your junk folder, we recommend that you regularly check the Online Accommodation System as well as your registered email account to avoid missing your accommodation offer.

Accommodation offers will not confirm the exact block, flat or room number. You will receive these details closer to your move-in date, when you are asked to complete the online induction and/or arrivals modules. For students joining the university in September, you will be invited to complete the induction and arrivals modules in early September.

You will be given **5 calendar days** to respond to the accommodation offer (later applicants will have **2 calendar days**). You will have the option to accept or decline your accommodation offer and we advise that you refer to the [Terms and Conditions](#) before accepting the offer. By accepting the offer you are accepting financial liability for the full duration of the contract. In order to accept your accommodation offer, you will need to make a prepayment of £300. This payment will be put towards the first instalment of accommodation fees and should be manually subtracted from the relevant invoice

Please note you will be offered a room based on the preferences you have selected. We will offer a room that matches the highest preference possible, based on the room availability we have at the time we process your application. Once an accommodation offer has been issued, it cannot be changed. If you decline your accommodation offer or let the offer expire, we will assume that you do not wish to take up a place in Halls and your application for accommodation will be cancelled. If you subsequently change your mind, or allowed your offer to expire in error, we may not be able to make you another offer and any previous guarantees will no longer apply.

Additional information for continuing students

Please note that the progression recommendation given by your department at the end of the 2022/23 academic year, and any decisions to interrupt or change to part-time study from the start of the 2023/24 academic year may impact your eligibility to live in Halls. If this applies to you, you will be sent an email with further details once the results and progression recommendations have been released in June onwards. If for any reason your progression recommendation has not been confirmed for 2023/24 by the start of the academic year, you will not be eligible to move into your room in Halls until your progression recommendation and eligibility to live in Halls has been confirmed.

If you are subject to pending misconduct proceedings (minor or major) you may not be eligible to move into Halls until the outcome has been confirmed as it is possible that the outcome of those proceedings may prevent you from living in Halls accommodation.

4. Moving or swapping rooms

If you're not happy with the accommodation offer you've received, there is the potential for you to submit a request to move to a vacant room (subject to availability) from **Monday 16 October 2023**. You would need to accept the accommodation offer you have received and move into this room at the start of term. Then if you decide, after having lived in the room that you would still like to move you can submit a request from **16 October** to move rooms. There is no guarantee we will have an alternative room to move you to so you should only accept your accommodation offer if you would be willing to live there for the duration of the contract. For full details please see the [Moving, Swapping Rooms and Contract Transfers 2023/24 guidance document](#).

5. Expired offers

If you have missed your offer and your application for accommodation has been cancelled it may be possible to make you another offer (subject to room availability), for further information please [visit our webpages](#).

6. Waiting lists

If we have allocated all of the bed spaces we have available and are unable to make you an accommodation offer, your application will be added to a waiting list. Students on the waiting list will be contacted regularly to check whether they still need accommodation.

If a room becomes available and we have reached your place on the waiting list, we will contact you by email with an offer of accommodation. It is important that you check your registered email account and the [Online Accommodation System](#) (in case the email is blocked or sent to your junk folder) on a daily basis to avoid the possibility of missing an accommodation offer. You will be given 2 calendar days to accept or reject the offer of accommodation. If you decline your accommodation offer or let the offer expire, we will assume you do not wish to take up a place in Halls and you will be taken off the waiting list. Please be aware rooms may not become available until several weeks into the start of term, therefore this option is mostly suitable for students that are able to commute or make other temporary arrangements for accommodation whilst they wait to see if a room becomes available.

7. Further Information

If you have any questions about the Student Accommodation Allocation Policy please contact the Student Services Centre by e-mail: studentservices@royalholloway.ac.uk or call: 01784 276641.

STUDENT TYPE	ACCOMMODATION APPLICATION DATE*	WHEN CAN I EXPECT TO RECEIVE AN OFFER?***	DEADLINE FOR ACCEPTING OFFER
New undergraduates	Between 30 January and 29 June (offer guaranteed)	We'll let you know which Hall you've been allocated between 17 and 21 July Offers will follow between 23 and 31 August	You won't need to respond to the message we send you confirming which Hall you've been allocated 5 calendar days from the date you receive your formal offer of accommodation in late August
	Between 30 June and 17 August	From 30 August on an ad hoc basis**	2 calendar days
	18 August onwards	Arrangements for Clearing to be confirmed nearer the time	2 calendar days
New postgraduate taught students (EU and overseas)	Between 30 January and 29 June (offer guaranteed)	We'll let you know which Hall you've been allocated between 17 and 21 July Offers will follow between 23 and 31 August	You won't need to respond to the message we send you confirming which Hall you've been allocated 5 calendar days from the date you receive your formal offer of accommodation in late August
	30 June onwards	From 30 August on an ad hoc basis**	2 calendar days
New postgraduate taught students (UK) and all postgraduate research students	Between 30 January and 29 June	We'll let you know which Hall you've been allocated between 17 and 21 July** Offers will follow between 23 and 31 August**	5 calendar days
	30 June onwards	From 30 August on an ad hoc basis**	2 calendar days
New postgraduate taught students – January 2024 intake	Between 30 January and 30 November	Between 4 and 6 December**	5 calendar days
	1 December onwards	From 12 December on an ad hoc basis**	2 calendar days
Continuing undergraduates & postgraduates that qualify for the guarantee (see 2.2 above)	Between 30 January and 20 February	Between 27 February and 1 March	5 calendar days
Pre-sessional English Language Programme (PELP): 12 week	Between 30 January and 25 May	From 29 May	5 calendar days
Pre-sessional English Language Programme (PELP): 8 week	Between 30 January and 22 June	From 26 June	5 calendar days

Pre-sessional English Language Programme (PELP): 4 week	Between 30 January and 20 July	From 24 July	5 calendar days
Visiting students: autumn term only or full year	Between 30 January and 29 June	We'll let you know which Hall you've been allocated between 17 and 21 July** Offers will follow between 23 and 31 August**	You won't need to respond to the message we send you confirming which Hall you've been allocated 5 calendar days from the date you receive your offer in late August
	30 June onwards	From 30 August on an ad hoc basis**	2 calendar days
Visiting students (spring and summer terms)	Between 2 and 30 November	Between 4 and 6 December**	5 calendar days
Visiting students (spring and summer terms)	1 December onwards	From 11 December**	2 calendar days

**All application windows open at 10am (GMT) on the advertised day. The cut-off for application windows is midnight on the date advertised.*

***With the exception of applications that qualify for a guarantee of an offer of accommodation, offers are subject to room availability.*

Version No.	1
Approved by:	Residential Steering Group
Date:	23 January 2023