

# Student Accommodation Allocation Policy

## 2018/19



### 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 3,400 bed spaces to offer across 14 Halls of Residence. The majority of Halls are on the main campus with the exception of Kingswood Hall which is situated one mile away in the village of Englefield Green.

Our bed spaces have been apportioned with the intention to provide accommodation to all new full-time students, both Home/EU and Overseas, followed by any continuing student groups who are offered guaranteed accommodation. Any remaining rooms are made available for continuing students. When processing accommodation applications we endeavour to ensure that all applications are treated fairly and to allocate the best available room according to the preferences selected in the application process.

### 2. Eligibility and allocation process

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#### 2.1 New undergraduates

##### *Eligibility*

If you make Royal Holloway your firm choice for a full-time programme, you will receive an invitation by email to apply for accommodation for your first year of study.

If you make Royal Holloway your insurance choice you will not be eligible to apply for accommodation. If you are not accepted by your firm choice institution we will review your application and decide if we can accept you at Royal Holloway. At this stage, if you are accepted by us, then Royal Holloway will automatically become your firm choice and you can then apply for accommodation.

If you were a new undergraduate student in 2017/18 and interrupted your studies before the end of the Autumn term 2017/18, you are eligible to apply for accommodation as a new undergraduate for the 2018/19 academic year provided you are studying full-time at Royal Holloway.

## ***Accommodation guarantee***

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 within the application window of **Wednesday 21 March to Wednesday 6 June 2018**.

## ***Allocation process***

If you apply for accommodation by **6 June** you 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 best meets your chosen preferences as it reaches your application. Therefore, allocation is not made on a first-come-first-served basis.

The only exception is if you are assessed as needing a particular type of room by our [Disability and Dyslexia Services team](#). If this applies to you, you will be allocated as a priority group and will be offered a room type based on the assessment of your needs.

We allocate in two rounds to applicants that apply within the application window. If you submit your accommodation application between **21 March and 30 April**, you will receive an accommodation offer between **7 and 18 May**. If you submit your accommodation application between **1 May and 6 June**, you will receive an accommodation offer between **2 and 20 July**.

If you apply after the application deadline of **6 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.

We try to allocate so that new undergraduates 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.

## ***Accommodation offer***

Accommodation offers will confirm the details of the Hall you have been allocated e.g. Founder's but will not confirm the exact block, flat or room number. You will receive details of the block, flat and room number closer to your move in date.

Accommodation offers will be emailed but we recommend that you regularly check the [Online Accommodation System](#) as well as your registered email account in case the offer email is blocked as spam. You will be given **5 days** to respond (with the exception of late applicants who apply after the 6 June deadline who will have **48 hours**). You will have the option to accept or decline your accommodation offer. We advise that you refer to the [Terms and Conditions](#) before accepting the offer.

In order to accept your accommodation offer, you will be asked to make a non-refundable prepayment of £300 at the time of contract acceptance. This will be deducted from the first instalment of your accommodation fees.

The prepayment will not be refunded under any circumstances with the exception where:

- a) Royal Holloway does not confirm a student's place at the College, or

- b) a conditional offer holder who is not accepted onto their chosen programme is not offered a suitable alternative programme, or
- c) in cases where students must decline a place at the College due to a research council's rejection of their grant application at a late date (supporting evidence required), or
- d) instances of visa refusal to study in the UK (supporting evidence required).

The offer of accommodation is final and cannot be amended. 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 take up a place in Halls and your application for accommodation will be cancelled.

## 2.2 New postgraduates

### *Eligibility*

If you accept your offer to study at Royal Holloway, on a full-time programme, you will receive an invitation by email to apply for accommodation.

### *Allocation process*

We allocate in two rounds to new postgraduate students that apply for accommodation within the application window of **Wednesday 21 March to Wednesday 6 June 2018**.

We allocate in two rounds to applicants that apply within the application window. If you submit your accommodation application between **21 March and 30 April**, you will receive an accommodation offer between **7 and 18 May**. If you submit your accommodation application between **1 May and 6 June**, you will receive an accommodation offer in the second round between **2 and 20 July**.

If you are a student from outside the UK (EU or International) you will be allocated (subject to room availability) at the first stage of each round via our automated allocation process. This puts all of the eligible applications into a pot and assigns a randomly generated number to each of the applications to order them. The system then offers a room that best meets your chosen preferences as it reaches your application.

If you are a UK (Home) student, you will be allocated (subject to room availability) at the second stage of each round following the same allocation process.

The only exception is if you are assessed as needing a particular type of room by our [Disability and Dyslexia Services team](#). If this applies to you, you will be allocated as a priority group and will be offered a room type based on the assessment of your needs.

If you apply after the application deadline of **6 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. Applications received from prospective students from outside the UK will continue to be prioritised.

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

## ***Accommodation offer***

Accommodation offers will confirm the details of the Hall you have been allocated e.g. Penrose but will not confirm the exact block, flat or room number. You will receive details of the block, flat and room number closer to your move in date.

Accommodation offers will be emailed but we recommend that you regularly check the [Online Accommodation System](#) as well as your registered email account in case the offer email is blocked as spam. You will be given **5 days** to respond (with the exception of late applicants who after the 6 June deadline who will have **48 hours**). You will have the option to accept or decline your accommodation offer. We advise that you refer to the [Terms and Conditions](#) before accepting the offer.

In order to accept your accommodation offer, you will be asked to make a non-refundable prepayment of £300 at the time of contract acceptance. This will be deducted from the first instalment of your accommodation fees.

The prepayment will not be refunded under any circumstances with the exception where:

- a) Royal Holloway does not confirm a student's place at the College, or
- b) a conditional offer holder who is not accepted onto their chosen programme is not offered a suitable alternative programme, or
- c) in cases where students must decline a place at the College due to a research council's rejection of their grant application at a late date (supporting evidence required), or
- d) instances of visa refusal to study in the UK (supporting evidence required).

The offer of accommodation is final and cannot be amended. 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 take up a place in Halls and your application for accommodation will be cancelled.

## **2.3 Continuing students**

### ***Eligibility***

We have a limited number of rooms available for continuing undergraduate and postgraduate students, on a full-time programme. Continuing students will be able to apply for accommodation from **Wednesday 10 January 2018** (with the exception of postgraduate students seeking couples or family accommodation)

For 2018/19, applications are prioritised from students returning from a year abroad or a year in industry and students that qualify for the Accommodation guarantee (see below).

Under the [Student Conduct Regulations](#), your application for accommodation will be rejected 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 may also be rejected if you have previously defaulted on an accommodation fee payment whilst living in Halls.

### ***Accommodation guarantee***

For 2018/19, we will guarantee you an offer of accommodation as a Continuing student if you meet the following criteria:

- You have been granted medical priority by the [Disability and Dyslexia Services team](#)
- You are a Choral, Instrumental, Organ or Sports Scholar, or in receipt of a Bioscience Scholarship
- You are a Sabbatical Officer
- You are a Chapel Warden
- You are a Hall Life Assistant

If you meet one of these criteria, to qualify for the guarantee, you must submit an application for accommodation within the application window of **Wednesday 10 January and Wednesday 30 May 2018**.

### ***Undergraduate students returning from a year abroad or a year in industry***

If you're returning from a year abroad or a year in industry in 2018/19, in order to be prioritised, you must submit an application for accommodation within the application window of **Wednesday 10 January and Wednesday 30 May 2018**.

### ***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.

If you and your friend(s) wish to be allocated accommodation near to one another, all parties must specify this by individually completing the Group Accommodation Request form and we will do our best to allocate you as close as possible to each other. For a Group Accommodation Request to be considered you and your friend(s) must submit separate applications for accommodation within 48 hours of each other, entering band preferences in precisely the same order. On the same day you submit your application each student within the group must also complete and submit the Group Accommodation Request form. If you or your friend requires a room which meets particular medical requirements, these requirements will take precedence over allocating you accommodation near to one another.

If one or more students within a group declines the offer of accommodation, the College reserves the right to reassign the unallocated room(s).

- *For students returning from a year abroad or a year in industry and students that qualify for the accommodation guarantee that apply between **Wednesday 10 January and Wednesday 30 May 2018**:*

If you have been granted medical priority by our Disability and Dyslexia Services team, you will be allocated a room type based on the assessment of your needs.

If you are a Choral, Instrumental, Organ or Sports Scholar, we will offer you a room in a Hall that best matches the requirements of your scholarship.

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

If you are returning from a year abroad or year in industry, you will be allocated on a first-come-first-served basis in date and time order of when your application was received.

### ***Accommodation offer***

Accommodation offers will be made on a fortnightly basis from **Monday 22 January** and will confirm the details of the Hall you have been allocated e.g. Founder's, but will not confirm the exact block, flat or room number. You will receive details of the block, flat and room number closer to your move in date. If you have requested to be allocated near to a particular friend(s), you will receive confirmation of whether this has been possible.

Accommodation offers will be emailed but we recommend that you regularly check the [Online Accommodation System](#) as well as your registered email account in case the offer email is blocked as spam. You will be given **5 days** to respond and you will have the option to accept or decline your accommodation offer. We advise that you refer to the [Terms and Conditions](#) before accepting the offer.

In order to accept your accommodation offer, you will be asked to make a non-refundable prepayment of £300 at the time of contract acceptance. This will be deducted from the first instalment of your accommodation fees.

The offer of accommodation is final and cannot be amended. 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 take up a place in Halls and your application for accommodation will be cancelled.

If you are a continuing student who accepts an offer of Halls accommodation before your progression decision has been published, you will be liable for the contract so long as you are a full-time student in 2018/19.

## **2.4 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 from **Wednesday 18 April 2018**.

If you want to live in Halls, not just for your pre-sessional course but 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 undergraduates or new postgraduates. 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 possible 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. If you submit your application before the deadline, you will receive an accommodation offer (subject to room availability) as follows:

Pre-sessional course	Accommodation application deadline	Accommodation offers sent to applicants
12 Week	24 May 2018	1 June 2018
8 Week	20 June 2018	28 June 2018
4 Week	18 July 2018	25 July 2018

### ***Accommodation offer***

Accommodation offers will confirm the details of the Hall you have been allocated, e.g. George Eliot but will not confirm the exact block, flat or room number. You will receive details of the block, flat and room number closer to your move in date.

Accommodation offers will be emailed but we recommend that you regularly check the [Online Accommodation System](#) as well as your registered email account in case the email is blocked as spam. You will be given **5 days** to respond (with the exception of late applicants who apply outside of the application window who will have **48 hours**). You will have the option to accept or decline your accommodation offer. We advise that you refer to the [Terms and Conditions](#) before accepting the offer.

In order to accept your accommodation offer, you will be asked to make a non-refundable prepayment of £300 at the time of contract acceptance. This will be deducted from the first instalment of your accommodation fees.

The prepayment will not be refunded under any circumstances with the exception where:

- a) Royal Holloway does not confirm a student's place at the College, or
- b) a conditional offer holder who is not accepted onto their chosen programme is not offered a suitable alternative programme, or
- c) in cases where students must decline a place at the College due to a research council's rejection of their grant application at a late date (supporting evidence required), or
- d) instances of visa refusal to study in the UK (supporting evidence required).

The offer of accommodation is final and cannot be amended. 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 take up a place in Halls for your Pre-sessional English Language Programme and your application for accommodation will be cancelled.

## **2.5 Visiting students**

### ***Eligibility***

If you hold a conditional firm or unconditional firm offer to study at Royal Holloway on a Study Abroad, International Exchange or Erasmus programme, 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 within the application window of **Wednesday 21 March to Wednesday 6 June 2018**. If you are studying with us from January (for the Spring and Summer terms) you will be invited to apply within the application window of **Wednesday 7 November to Wednesday 5 December 2018**.

### ***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:

1. Study Abroad
2. International Exchange
3. Erasmus Programme

If you apply within the application window between **21 March and 6 June**, you will receive an accommodation offer (subject to room availability) between **2 and 20 July**.

If you apply within the application window between **7 November and 5 December**, you will receive an accommodation offer (subject to room availability) between **7 and 14 December**.

### ***Accommodation offer***

Accommodation offers will confirm the details of the Hall you have been allocated e.g. Founder's but will not confirm the exact block, flat or room number. You will receive details of the block, flat and room number closer to your move in date.

Accommodation offers will be emailed but we recommend that you regularly check the [Online Accommodation System](#) as well as your registered email account in case the email is blocked as spam. You will be given **5 days** to respond (with the exception of late applicants who apply outside of the application window who will have **48 hours**). You will have the option to accept or decline your accommodation offer. We advise that you refer to the [Terms and Conditions](#) before accepting the offer.

In order to accept your accommodation offer, you will be asked to make a non-refundable prepayment of £300 at the time of contract acceptance. This will be deducted from the first instalment of your accommodation fees.

The prepayment will not be refunded under any circumstances with the exception where:

- a) Royal Holloway does not confirm a student's place at the College, or
- b) a conditional offer holder who is not accepted onto their chosen programme is not offered a suitable alternative programme, or
- c) in cases where students must decline a place at the College due to a research council's rejection of their grant application at a late date (supporting evidence required), or
- d) instances of visa refusal to study in the UK (supporting evidence required).

The offer of accommodation is final and cannot be amended. 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 take up a place in Halls and your application for accommodation will be cancelled.

### **3. Room moves**

If you're not completely happy with the accommodation offer you've received but you would like to live in Halls, there is the potential you can request to move room to a vacant room (subject to availability) from **Monday 8 October 2018**. This means 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 living in the room, that you would still like to move rooms you can submit a Room

Move Request from **8 October**. 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.

Full details will be available in the Room Move Policy 2018/19.

#### **4. Waiting Lists**

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

If a suitable room becomes available for you, we will contact you by email to check whether you still require accommodation. Please be aware that some applicants may need to wait beyond the start of the new academic year for suitable rooms to become available. 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. If you do not respond to the email within three days we will assume you no longer require accommodation and will cancel your application and remove you from the waiting list.

#### **5. Further Information**

If you have any questions about the Student Accommodation Allocation Policy please contact the Student Services Centre, e-mail: [student-enquiries@royalholloway.ac.uk](mailto:student-enquiries@royalholloway.ac.uk) or telephone 01784 276641.

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## Appendix 1

STUDENT TYPE	ACCOMMODATION APPLICATION DATE	EXPECTED ALLOCATION PERIOD	DEADLINE FOR ACCEPTING OFFER**
New Undergraduate & New Postgraduate	21 March to 30 April	7 May to 18 May	Five days from date of offer
New Undergraduate & New Postgraduate	1 May to 6 June	2 July to 20 July	Five days from date of offer
New Undergraduate & New Postgraduate	6 June onwards	From 20 July onwards in order of application; within five days of submission date if applying after 20 July	Two days from date of offer
Returning Undergraduate & Postgraduate: guaranteed and prioritised groups (see 2.3 above)	10 January to 30 May	From 22 January on a fortnightly basis to 6 June	Five days from date of offer
Returning Undergraduate & Postgraduate (not falling into guaranteed or prioritised groups)	10 January to 30 May	From 22 January on a fortnightly basis to 6 June	Five days from date of offer
Returning Undergraduate & Postgraduate	31 May onwards	From 6 June on a fortnightly basis	Two days from date of offer
PELP*: 12 week	18 April to 24 May	1 June	6 June
PELP: 12 week	25 May onwards	From 6 June	Two days from date of offer
PELP: 8 week	18 April to 20 June	28 June	3 July
PELP: 8 week	21 June onwards	From 3 July	Two days from date of offer
PELP: 4 week	18 April to 18 July	25 July	30 July
PELP: 4 week	19 July onwards	From 1 August	Two days from date of offer
Visiting Students: Autumn term or full year	21 March to 6 June	2 July to 20 July	Five days from date of offer
Visiting Students: Autumn term or full year	7 June onwards	From 20 July onwards in order of application; within five days of submission date if applying after 20 July	Two days from date of offer
Visiting Students: Spring and Summer terms	7 November to 5 December	7 to 14 December	Five days from date of offer
Visiting Students: Spring and Summer terms	6 December onwards	Within five days of application submission date	Two days from date of offer

\*PELP: Pre-sessional English Language Programme

\*\*With the exception of accommodation offers made to new undergraduates (section 2.1) and guaranteed groups (section 2.3), offers of accommodation are subject to availability