

# Room Move Policy 2019/20



## Introduction

We hope you'll enjoy your time in Halls but if something isn't quite right, we have support available to help.

- If anything is broken or damaged in your room, you should report it to your [Halls Reception](#) so they can arrange for this to be fixed or replaced
- If you are experiencing issues such as noise, problems with flat mates or homesickness, you should contact the [Hall Life team](#) for support

If you want to move to a different room or Hall this may be possible, subject to availability. However moving isn't always the best option as it can be challenging settling into a new flat or room so we would always advise you try to resolve any problems with your current accommodation.

## Requesting to move to a vacant room

During the first few weeks of term all of our rooms are contracted to students who may not have arrived yet. Until we have reached the latest date of arrival, which is three weeks into term, we do not have a clear picture of room availability so we only open the room move process once we know which students won't be taking up their room in Halls.

You can request to move into a vacant room (subject to availability) from 12 noon on Monday 14 October 2019.

To be eligible for a room move, you must have:

1. Accepted your current offer of accommodation
2. Be living in the room you were originally allocated
3. Be up-to-date with the payment of your accommodation fees.

To request a Room Move you will need to follow the instructions online [here](#).

The online request form allows you to request up to three bands and you will be added to a waiting list for all of the bands you select. Please note, you are required to request a band, and there is no option to request a particular hall or room.

Your request will be added to a waiting list for the band(s) selected and are dealt with on a first come, first served basis when or if a room becomes available. We cannot guarantee that a vacant room matching your band preference will 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.

If we haven't been able to offer you a room move within a month of your request, we will contact you to check if you still want to be on the waiting list.

### **Next steps**

We are not able to estimate how long it will take to find you a vacant room in the bands you select. The demand for some bands may be higher than others, so it may take longer to find a room for those who have requested a more popular band.

If a vacant room becomes available in one of the bands you have requested and you are next on the waiting list we will send you an accommodation offer for the new room, by email to your College email address. You will have two working days to review and accept your offer.

In order to accept your offer, you will need to follow the instructions in the offer email. This includes:

- making a £40 administration fee payment
- confirming your preferred move in date, which should be between three and seven days of accepting the offer

If you decline your offer or do not complete the two steps above to accept the offer by the deadline, we will not be able to make another offer and you will be removed from the waiting list(s).

### **Further information**

Room Move requests for medical, financial or welfare reasons will be prioritised on the waiting list.

If you have any questions about the Room Move Policy please contact the Student Services Centre, email: [studentservices@royalholloway.ac.uk](mailto:studentservices@royalholloway.ac.uk), visit us in the Davison Building or telephone 01784 276641.

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