

Student Accommodation Allocation Policy 2019/20



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.

We prioritise applications from new undergraduate and new postgraduate students and we reserve a large proportion of our bed spaces to accommodate as many of these students as possible. We reserve approximately 600 bed spaces for allocation to 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 immediately be able to apply for accommodation. Following confirmation of your exam 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 were a new undergraduate student in 2018/19 and you interrupted your studies on or before **Friday 14 December 2018**, you are eligible to apply for accommodation as a new undergraduate for the 2019/20 academic year, provided you will be returning to your studies in September 2019 on a full-time basis.

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 20 March to Wednesday 5 June 2019**.

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

Allocation process

If you apply for accommodation by **5 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.

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 that best matches 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 **20 March and 30 April**, you will receive an accommodation offer between **6 and 17 May**. If you submit your accommodation application between **1 May and 5 June**, you will receive an accommodation offer between **1 and 12 July**.

If you apply after the application deadline of **5 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.

Applicants who have made Royal Holloway their insurance choice, or who gain a place with us through Clearing and wish to apply for accommodation will need to meet separate deadlines. You will be made aware of these when you are invited to apply for accommodation.

Accommodation offer

Accommodation offers will be available to view through the Online Accommodation System. You will receive an email 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 confirm 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, when you are asked to complete the online induction and arrivals modules.

You will be given **10 calendar days** to respond (with the exception of late applicants who apply after the 5 June deadline who will have **48 hours**). 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.

In order to accept your accommodation offer, you will need to make a prepayment of £300. This will be deducted from the first instalment of your accommodation fees.

The prepayment is non-refundable, except in the following circumstances where:

- a) a student does not meet the conditions outlined in their offer to study at Royal Holloway
- b) a conditional offer holder who is not accepted onto their chosen programme and rejects our offer of a suitable alternative programme
- c) in cases where students must decline a place at the College due to a Research Council's rejection of their grant application (supporting evidence required)
- d) a student's visa application has been rejected or refused (supporting evidence required)

Please note you will be offered the best available room that we have at the time we process your application. Whilst every effort is made to accommodate the preferences you have selected, on occasion we may be unable to fulfil them due to a lack of availability of appropriate accommodation at the time the offer is being made. 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.

Accommodation guarantee

We will guarantee you an offer of accommodation if you are an international postgraduate taught student (from outside the EU) and you submit an application for accommodation within the application window of **Wednesday 20 March to Wednesday 5 June 2019**. This guarantee does not apply to international postgraduate taught students who are applying for couples or family accommodation.

Allocation process

We allocate in two rounds to new postgraduate students that apply for accommodation within the application window of **Wednesday 20 March to Wednesday 5 June 2019**. If you submit your accommodation application between **20 March and 30 April**, you will receive an accommodation offer between **6 and 17 May**. If you submit your accommodation application between **1 May and 5 June**, you will receive an accommodation offer between **1 and 12 July**.

Allocations will be made 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 (subject to room availability) that best meets your chosen preferences as it reaches your application.

In both allocation rounds, postgraduate students that qualify for our guarantee will be allocated first, however 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 and Dyslexia Services team](#). If this applies to you, you will be allocated as a priority group and will be offered a room type that best matches the assessment of your needs.

If you apply after the application deadline of **5 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 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 be available to view through the Online Accommodation System. You will receive an email 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 confirm 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, when you are asked to complete the online induction and arrivals modules.

You will be given **10 calendar days** to respond (with the exception of late applicants who after the 5 June deadline who will have **48 hours**). 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.

In order to accept your accommodation offer, you will need to make a prepayment of £300. This will be deducted from the first instalment of your accommodation fees.

The prepayment is non-refundable, except in the following circumstances where:

- a) a student does not meet the conditions outlined in their offer to study at Royal Holloway
- b) a conditional offer holder who is not accepted onto their chosen programme and rejects our offer of a suitable alternative programme
- c) in cases where students must decline a place at the College due to a Research Council's rejection of their grant application (supporting evidence required)
- d) a student's visa application has been rejected or refused (supporting evidence required)

Please note you will be offered the best available room that we have at the time we process your application. Whilst every effort is made to accommodate the preferences you have selected, on occasion we may be unable to fulfil them due to a lack of availability of appropriate accommodation at the time the offer is being made. 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 16 January 2019**.

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

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 Duty Officer or 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 16 January and Wednesday 29 May 2019**.

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 2019/20, in order to be prioritised, you must submit an application for accommodation within the application window of **Wednesday 16 January and Wednesday 29 May 2019**.

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.

We will process applications every fortnight from **Monday 28 January**. For every round, allocations will be processed in the following order:

1. Students that qualify for the accommodation guarantee
2. Students returning from a year abroad/year in industry
3. All other applications received from continuing students

For continuing students that qualify for the accommodation guarantee or priority outlined above, and that apply between Wednesday 16 January and Wednesday 29 May 2019:

If you have been granted medical priority by our Disability and Dyslexia Services team, you will be allocated a room type that best matches 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 Duty Officer/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.

For continuing students applying for accommodation that do not qualify for the guarantee or priority allocation:

We allocate on a first-come-first-served basis in date and time order of when your application was received.

Applying to live with friends:

If you want to live with a group of friends in Halls, you will need to follow the instructions below. Please note depending on the number of people requesting to live together and the room availability at the time we reach your application, we may not have a flat with enough vacant rooms to meet your request. In this situation we would try to allocate you across two or more flats, as close together as possible.

To apply to live with friends you will need to:

- Apply via the Online Accommodation System on the same day, selecting the same preferences, in the same order.
- Once you have applied online, one member of the group will need to complete the Living with Friends Online Request form to provide the full name and student number of all the students that wish to live together. We will email the group to confirm that you wish to live together and following this confirmation we will then try to allocate you as a group, subject to room availability.

If one or more of the group are assessed as needing a particular type of room by our [Disability and Dyslexia Services team](#), these requirements will take priority over allocating accommodation with friends.

If one or more students within a group declines the offer of accommodation, the College reserves the right to offer the unallocated room(s) to other students who applied on a first-come-first served basis. Unfortunately the College cannot consider requests for these rooms to be offered to specific individuals who weren't included in the original Living with Friends Online Request form.

Accommodation offer

Accommodation offers will be sent by email to the email address you registered with the Online Accommodation offers will be available to view through the Online Accommodation System. You will receive an email 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 confirm 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, when you are asked to complete the online induction and arrivals modules.

If you have requested to live with friend(s), you will receive confirmation of whether this has been possible when you receive your offer.

You will be given **10 calendar 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 and we advise that you refer to the [Terms and Conditions](#) before accepting the offer.

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

You will be offered the best available room that we have at the time we process your application. Whilst every effort is made to accommodate the preferences you have selected, on occasion we may be unable to fulfil them due to a lack of availability of appropriate accommodation at the time the offer is being made. 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.

Please note the progression recommendation given by your department at the end of the 2018/19 academic year may impact your eligibility to live in halls in the 2019/20 academic year. If this applies to you, you will be sent an email with further details once the results and progression recommendations have been released in July.

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 17 April 2019**.

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-session course	Accommodation application deadline	Accommodation offers sent to applicants
12 Week	23 May 2019	30 May 2019
8 Week	20 June 2019	5 July 2019
4 Week	18 July 2019	25 July 2019

Accommodation offer

Accommodation offers will be available to view through the Online Accommodation System. You will receive an email 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 confirm 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 by email, closer to your move in date.

You will be given **5 calendar 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 and we advise that you refer to the [Terms and Conditions](#) before accepting the offer.

In order to accept your accommodation offer, you will need to make a prepayment of £300. This will be deducted from the first instalment of your accommodation fees.

The prepayment is non-refundable, except in the following circumstances where:

- a) a student does not meet the conditions outlined in their offer to study at Royal Holloway
- b) a conditional offer holder who is not accepted onto their chosen programme and rejects our offer of a suitable alternative programme
- c) in cases where students must decline a place at the College due to a Research Council's rejection of their grant application (supporting evidence required)
- d) a student's visa application has been rejected or refused (supporting evidence required)

Please note you will be offered the best available room that we have at the time we process your application. Whilst every effort is made to accommodate the preferences you have selected, on occasion we may be unable to fulfil them due to a lack of availability of appropriate accommodation at the time the offer is being made. 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-session 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 20 March to Wednesday 5 June**

2019. 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 6 November to Wednesday 4 December 2019.**

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 **20 March and 6 June**, you will receive an accommodation offer (subject to room availability) between **1 and 12 July**.

If you apply within the application window between **6 November and 4 December**, you will receive an accommodation offer (subject to room availability) between **6 and 13 December**.

Accommodation offer

Accommodation offers will be available to view through the Online Accommodation System. You will receive an email 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 confirm 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 by email, closer to your move in date.

You will be given **5 calendar 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 and we advise that you refer to the [Terms and Conditions](#) before accepting the offer.

In order to accept your accommodation offer, you will need 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 is non-refundable, except in the following circumstances where:

- a) a student does not meet the conditions outlined in their offer to study at Royal Holloway
- b) a conditional offer holder who is not accepted onto their chosen programme and rejects our offer of a suitable alternative programme
- c) in cases where students must decline a place at the College due to a Research Council's rejection of their grant application (supporting evidence required)
- d) a student's visa application has been rejected or refused (supporting evidence required)

Please note you will be offered the best available room that we have at the time we process your application. Whilst every effort is made to accommodate the preferences you have selected, on occasion we may be unable to fulfil them due to a lack of availability of appropriate accommodation at the time the offer is being made. 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 to a vacant room (subject to availability) from **Monday 14 October 2019**. 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 you can submit a Room Move Request from **14 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.

For full details please see the [Room Move Policy 2019/20](#).

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. Students on the waiting list will be contacted regularly to check whether they still require 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 emails on a daily basis as you will be given 48 hours to accept or reject the offer of accommodation. If you decline your accommodation offer or let the offer expire, you will not be made a subsequent offer 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.

5. Further Information

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

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STUDENT TYPE	ACCOMMODATION APPLICATION DATE	WHEN CAN I EXPECT TO RECEIVE AN OFFER? **	DEADLINE FOR ACCEPTING OFFER
New Undergraduate & New Postgraduate	20 March to 30 April	6 May to 17 May	Ten days from date of offer
New Undergraduate & New Postgraduate	1 May to 5 June	1 July to 12 July	Ten days from date of offer
New Undergraduate & New Postgraduate	6 June onwards	From 22 July onwards	Two days from date of offer
Returning Undergraduate & Postgraduate: guaranteed and prioritised groups (see 2.3 above)	16 January to 29 May	From 28 January on a fortnightly basis to 5 June	Ten days from date of offer
Returning Undergraduate & Postgraduate (that don't qualify for guarantee or priority allocation)	16 January to 29 May	From 28 January on a fortnightly basis	Ten days from date of offer
Returning Undergraduate & Postgraduate	30 May onwards	From 1 June on a fortnightly basis	Two days from date of offer
PELP*: 12 week	17 April to 23 May	30 May	6 June
PELP: 12 week	24 May onwards	From 7 June	Two days from date of offer
PELP: 8 week	17 April to 20 June	27 June	4 July
PELP: 8 week	21 June onwards	From 5 July	Two days from date of offer
PELP: 4 week	17 April to 18 July	25 July	1 August
PELP: 4 week	19 July onwards	From 2 August	Two days from date of offer
Visiting Students: Autumn term or full year	20 March to 5 June	1 July to 12 July	Five days from date of offer
Visiting Students: Autumn term or full year	6 June onwards	From 22 July onwards	Two days from date of offer
Visiting Students: Spring and Summer terms	6 November to 4 December	6 to 13 December	Five days from date of offer
Visiting Students: Spring and Summer terms	5 December onwards	From 16 December onwards	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*