

## 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 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, and priority for these bed spaces is given to continuing students that qualify for an accommodation guarantee and those returning from a year abroad or year in industry.

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, based on 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 immediately. 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 2021/22 and you interrupted your studies on or before **Friday 10 December 2021**, you are eligible to apply for accommodation as a new undergraduate for the 2022/23 academic year, provided you will be returning to your studies in September 2022 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 Thursday 7 April and Thursday 30 June 2022.

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 when 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 2022/23 you will also be eligible for the guarantee available to new undergraduate 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) and you submit an application for accommodation between **Thursday 7 April and Thursday 30 June 2022**. This guarantee does not apply to international postgraduate taught students who are applying for couples or family accommodation.

### ***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 7 April and 30 June**

Undergraduate students and international postgraduate taught students 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 and 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 18 and 22 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 1 July**

International postgraduate taught students applying for accommodation between 1 July and 29 July will be prioritised for an offer of accommodation with offers made subject to room availability.

For undergraduate and all other postgraduate 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. 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.

## **2.2 Continuing students**

### ***Eligibility***

We have a limited number of rooms available for continuing undergraduate and postgraduate students, on a full-time programme. Applications are prioritised from students returning from a year abroad or a year in industry and students that qualify for an accommodation guarantee (see below).

Continuing students will be able to apply for accommodation from **Thursday 10 February 2022**.

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 submit an application for accommodation between **Thursday 10 February and Thursday 3 March 2022 and you meet the following criteria**: a recommendation has been put forward on your behalf by a team within Wellbeing after meeting the necessary criteria.

Applications for the guarantee will close on Thursday 3 March. If you miss the deadline you will still be able to apply for accommodation but you will not qualify for a guarantee and your application will be processed alongside all other continuing students.

We will also guarantee you an offer of accommodation as a continuing student if you are taking up one of the following roles or scholarships. Separate deadlines will exist 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 2022/23 you will be eligible for the guarantee available to new undergraduate students (see section 2.1).

### **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 2022/23, in order to be prioritised, you

must submit an application for accommodation between **Thursday 10 February** and **Thursday 3 March 2022**.

### ***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.

### **For applications made between 10 February and 3 March**

Applications will be prioritised in the following order and accommodation will be allocated on a first-come-first-served basis in date and time order of when your application was received within these groups:

- a. A recommendation has been put forward on your behalf by a team within Wellbeing after meeting the necessary criteria
- b. If you are returning from a year abroad or a year in industry in 2022/23 (subject to room availability)
- c. All other continuing students (subject to room availability)

If you are assessed as needing a particular type of room by our [Disability and 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.

### **For applications made from 4 March**

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

## **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 from **Thursday 21 April 2022**.

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 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-session 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 Erasmus scheme, 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 **Thursday 7 April 2022**.

If you are studying with us from January (for the spring and summer terms) you will be invited to apply from **Thursday 3 November 2022**.

### ***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. 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 (with the exception of late applicants who apply after the 1 August who will have **2 or 5 calendar days** depending on when the application is submitted). 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 will be deducted from the first instalment of your accommodation fees.

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 (see section 4.)

#### **Additional information for continuing students**

Please note that the progression recommendation given by your department at the end of the 2021/22 academic year, and any decisions to interrupt or change to part-time study from the start of the 2022/23 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 2022/23 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 you can request to move to a vacant room (subject to availability) from **Monday 17 October 2022**. 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 request to move rooms from **17 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 [Moving, Swapping Rooms and Contract Transfers 2022/23 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](mailto:studentservices@royalholloway.ac.uk) or telephone: 01784 276641.

| STUDENT TYPE   | ACCOMMODATION APPLICATION DATE*                | WHEN CAN I EXPECT TO RECEIVE AN OFFER? **   | DEADLINE FOR ACCEPTING OFFER ***  |
|--|--|---|---|
| New undergraduates   | Between 7 April and 30 June (offer guaranteed) | We'll let you know which Hall you've been allocated between 18 and 22 July<br><br>Offers will follow between 24 and 31 August     | You won't need to respond to the message we send you confirming which Hall you've been allocated<br><br>5 calendar days from the date you receive your formal offer of accommodation in late August |
|  | Between 1 July and 17 August                   | From 1 August on an ad hoc basis**  | 2 or 5 calendar days depending on when the application is submitted   |
|  | 18 August onwards                              | Arrangements for Clearing to be confirmed nearer the time   | 2 calendar days   |
| New postgraduate taught students (EU and overseas)                           | Between 7 April and 30 June (offer guaranteed) | We'll let you know which Hall you've been allocated between 18 and 22 July<br><br>Offers will follow between 24 and 31 August     | You won't need to respond to the message we send you confirming which Hall you've been allocated<br><br>5 calendar days from the date you receive your formal offer of accommodation in late August |
|  | Between 1 and 29 July (offer priority)         | Offers will be sent out between 24 and 31 August**  | 5 calendar days   |
|  | 30 July onwards                                | Offers will be sent out from 31 August**  | 2 or 5 calendar days depending on when the application is submitted   |
| New postgraduate taught students (UK) and all postgraduate research students | Between 7 April and 30 June                    | We'll let you know which Hall you've been allocated between 18 and 22 July****<br><br>Offers will follow between 24 and 31 August | 5 calendar days   |
|  | 1 July onwards                                 | Offers will be sent out from 31 August****  | 2 or 5 calendar days depending on when the application is submitted   |

|   |                                   |   |   |
|---|-----------------------------------|---|---|
| Continuing undergraduates & postgraduates that qualify for the guarantee (see 2.2 above)              | Between 10 February and 3 March   | Between 7 and 9 March   | 5 calendar days   |
| Continuing undergraduates & postgraduates that qualify for priority allocation (see 2.2 above)        | Between 10 February and 3 March   | Between 7 and 9 March subject to room availability**  | 5 calendar days   |
| Continuing undergraduates & postgraduates that don't qualify for the guarantee or priority allocation | 10 February onwards               | From 14 March**   | 5 calendar days, or 2 calendar days if the offer is made from 31 August   |
| Pre-sessional English Language Programme (PELP): 12 week  | Between 21 April and 26 May       | From 30 May   | 5 calendar days   |
| Pre-sessional English Language Programme (PELP): 8 week   | Between 21 April and 23 June      | From 27 June  | 5 calendar days   |
| Pre-sessional English Language Programme (PELP): 4 week   | Between 21 April and 21 July      | From 25 July  | 5 calendar days   |
| Visiting students: autumn term only or full year  | Between 7 April and 30 June       | We'll let you know which Hall you've been allocated between 18 and 22 July**<br><br>Offers will follow between 24 and 31 August** | You won't need to respond to the message we send you confirming which Hall you've been allocated<br><br>5 calendar days from the date you receive your offer in late August |
|   | 1 July onwards                    | From 1 August on an ad hoc basis**  | 2 or 5 calendar days depending on when the application is submitted   |
| Visiting students (spring and summer terms)   | Between 3 November and 1 December | Between 5 and 7 December**  | 5 calendar days   |
| Visiting students (spring and summer terms)   | 2 December onwards                | From 12 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.*

*\*\*\*Applications submitted before 1 August will have a minimum of 5 calendar days to view and accept the offer from the date the offer is made. Applications submitted from 1 August will have 2 calendar days.*

*\*\*\*\*Accommodation offers to UK postgraduate taught students and all postgraduate research students are made subject to room availability.*

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|--------------|----------------------------|
| Version No.  | 1                          |
| Approved by: | Residential Steering Group |
| Date:        | 12/01/2022                 |