

Accommodation Application Procedures

*This **Overview** summarises the key information which staff can use to help guide students through the university accommodation application process.*

This guide is for counsellors and students.

This document also includes the following information:

- Appendix 1 - University Accommodation Application FAQs (Frequently Asked Questions)
- Appendix 2 - University Accommodation Contact Details and Website links
- Appendix 3 - Accommodation Guarantee Deadlines

Accommodation application vs. Course application

Unlike the UCAS Applications, this part of the process is very student-led. Students are responsible for researching accommodation applications and arrival arrangements at their Conditional Firm (CF) and Conditional Insurance (CI) universities themselves, using the university websites, e-brochures, and online guides.

We strongly recommend that new students apply to live in accommodation recommended by the university for their first year. This ensures that students have a safe, trouble-free, student-oriented environment to live in. Almost all our university partners guarantee university accommodation to new international students in their first year. However, the earlier students make their application, the better their chance of getting the specific type of accommodation they want.

Universities create entire sections of their website dedicated to providing information about the accommodation they have on offer. Please share the **University Accommodation Application FAQs** with students which answers the most popular questions about the university accommodation application process.

When to apply

IFY/IYOne

As a rule, IFY/IYOne students can apply for accommodation as soon as their CF and CI choices are confirmed on UCAS but, in a few cases, they can apply as soon as they are given a conditional offer. NCUK aims to have the CF and CI choices on UCAS within one week of the receipt of the students' choices. NCUK staff manually input the choices on UCAS for each student. It then takes up to 72 hrs for these decisions to be updated on the university's system from UCAS.

PMP

PMP students can apply as soon as they have accepted their Conditional Offers formally with their CF and CI Universities and paid any applicable deposits.

All students

All students should only apply to their CF and CI choice universities. Some universities only accept applications from students who choose them as CF (and not CI). See university accommodation website for details.

Accommodation 'guarantee' deadlines

Most universities guarantee accommodation to new international students, but each university has its own deadline for applications. Students can usually still apply after these deadlines, but they are not guaranteed accommodation. An overview of the *University Accommodation Guarantee Deadlines* is included in Appendix 3 of this document.

Where to make an application

All accommodation applications are now made online on the University website however, if internet access is difficult, most have downloadable application forms either on the website or upon request from the Accommodation Office.

How to apply

Students will usually need some form of student number to register and then apply using the online application system. This is either their University Identification (UID) number or UCAS number. This number is usually stored on Welcome or on UCAS but, if not, please do not hesitate to contact NCUK so we can request this from the university.

In some cases, a PIN number is required. There is usually a formula to it (such as date of birth + students' initials) and this should be explained in the University's Accommodation Guide or on Universities' Accommodation websites. If a student requires a PIN number and cannot find out what it is, staff or the student can contact the Accommodation Office him/herself.

Student Contact Details

Students must put **THEIR OWN** email addresses and home address – **NOT NCUK** - as the correspondence address on their accommodation application form. The universities will send all the accommodation information to this email address and to the correspondence address they put on their form. Students should also check that email account daily for information on their applications. The deadlines for accepting room offers can be as little as 7 days meaning a timely response is important.

Deposits, Refunds and Contracts (Tenancy Agreements)

To secure their offers of accommodation, students will need: to pay a deposit by a deadline, complete and sign a contract (called a tenancy agreement) and, in some cases, pay accommodation in part or in full before (or very soon after) arrival. If at any time a student is not 100% sure that they are ready to confirm acceptance of their room offer, they should contact the Accommodation Office at their university to request a delay until they are confirmed on the course. They should also ask about the universities' refund policy in the case they are not accepted onto the course.

Clearing students

Once students accept a clearing offer, they need to get their university ID and apply for accommodation. If accommodation is full, there are trusted nationwide large-scale **private student accommodation** providers such as **Liberty Living, Unite, Opal** and others who will be able to help. The university's accommodation office will be able to provide support in such cases.

If students have not secured university accommodation before they depart for the UK, they should make sure to book at least one night's accommodation in their University city or town. Many universities recommend local hotels and Bed and Breakfast (B&B) accommodation close to the university campus on their website. When students arrive, they should then visit the university's accommodation office to seek advice about securing accommodation.

Important Notes

1. NCUK **does not** need to see any of the accommodation application forms. We would, however, advise staff to confirm with each student that they have made their applications.
2. NCUK **does not** have access to any information about students' accommodation in any database such as Welcome. If you would like to keep track of their applications, you will need to ask the students to keep you up to date with the progress of their applications. This information is only known by the student and university accommodation office.

Appendix I

University Accommodation Application

Frequently Asked Questions (FAQs)

1. [How many accommodation applications can I make?](#)
2. [How do I apply for accommodation?](#)
3. [When should I apply for accommodation?](#)
4. [Where do I find information about the types of accommodation the universities offer?](#)
5. [What do the accommodation guarantee deadlines mean?](#)
6. [What email address do I put on my application form?](#)
7. [What correspondence address should I put on my application form?](#)
8. [What steps are there in the accommodation process?](#)
9. [Who do I contact if I have a question or problem?](#)
10. [Do I need to pay a deposit?](#)
11. [Does NCUK/my centre have access to information about my accommodation application process?](#)
12. [What do I do if I have not secured accommodation before travelling to the UK?](#)

Terms/Abbreviations used in this document:

UG = Undergraduate (NCUK IFY/Int Dip) students

PG = Postgraduate (NCUK GD or PMP) students

CF = Conditional Firm or 1st choice university

CI = Conditional Insurance or 2nd choice university

Unconditional = when you have met all the conditions of your conditional offer

Clearing = the process which helps find you a course when you do not meet the conditions of your CF or CI offer and need to find a place on an alternative university course

1. How many accommodation applications can I make?

You should make **two*** applications; one for the CF choice university and one for the CI choice university. If you come to the Clearing stage, you will need to make another application.

*For some universities, you *cannot* make applications if the University is your CI choice university. You can only apply **after** the exam results are released and the CI choice becomes your Unconditional Firm choice. See the university accommodation website for more details.

2. How do I apply for accommodation?

All applications for accommodation need to be made online on the university websites. If there are problems with the internet, you will need to contact the accommodation office to ask for an application form.

3. When should I apply for accommodation?

You should apply for accommodation as soon as you are able to and before the [application guarantee deadline](#) for the university. The earlier the application is made, the better chance there is of being offered the accommodation you want. See the specific guidelines below what you must do before you can make your accommodation application.

UG students: Most universities will only allow students to apply for accommodation once their CF and CI choices are registered on the UCAS system. This is usually completed within one week after your choices have been sent to NCUK.

PG students: In some cases, students can apply for accommodation as soon as they have received an offer from the university and in other cases students must wait until they have accepted the offer.

4. Where do I find information about the types of accommodation the universities offer?

Universities create accommodation websites and e-guides about the different types of accommodation they offer. Please visit the University websites for this information. It is **your** responsibility to do the research into the range of accommodation offered by the university, because only you know which type of accommodation you want to live in. Please read all the information and make your choices carefully.

The main things to consider are:

- the cost of the accommodation
- location (distance from university, safety of area/neighbourhood, transport links to campus)
- 'self-catered' accommodation (you will have kitchen facilities and need to buy and cook your own food) or 'catered' accommodation (your food is provided by the university)
- private room vs. shared room
- en-suite bathroom (your own private toilet facilities) vs. shared bathroom
- length of contract (PG students may need a longer contract length as you may choose to stay over the summer)
- size of room
- additional facilities (parking, games room, gym etc.)

5. What do the accommodation guarantee deadlines mean?

The application deadlines given in [Appendix 3 - NCUK Accommodation Guarantee Deadlines](#) are the deadlines for the University to *guarantee* to find you accommodation. If you apply *before* this date, the University guarantees to allocate you accommodation at the University. *After* this date, you can still apply, but the University does not guarantee to be able to find you accommodation.

Please note, the guarantee does not mean that you will get your first or even second choice of accommodation; the guarantee simply means that the University will find you a room. The earlier you apply, the more likely you are to be allocated one of your top choices of accommodation.

6. What email address do I put on my application form?

You should put your own **PERSONAL** email address on the application form (unless your centre counsellor advises you to put another email address). This is the way universities will contact you. You should not put an NCUK email address on the application. Universities will give you a deadline to accept an offer of accommodation ranging between 7 and 28 days. If you miss this deadline because you didn't get the email, you may lose your room.

7. What correspondence address should I put on my application form?

You should put your **HOME ADDRESS** or the address where you can be contacted over the summer on the application form. Universities will send you information regarding your accommodation, deposits and contracts/tenancy agreements to this address. Please ensure you check your post regularly or ask someone to check it for you if you are on holiday.

8. What steps are there in the accommodation process?

There are multiple steps to complete in the accommodation process and you will need to complete *all of them* before your accommodation is secure. You should have completed all of the steps *before* departing for the UK.

Below are is a list of the steps you need to follow to complete the accommodation process. Some universities may have fewer/more steps and they may be in a different order, but, in general, the usual steps are:

1. Receive and/or accept conditional offer (PG students) or make CF/CI choice (UG students)
2. make an accommodation application
3. receive an offer of accommodation
4. accept, decline or request an alternate offer of accommodation
5. pay a deposit (which will reserve the room)
6. contact the other accommodation to cancel (PG students only)
7. read, sign and return the contract it to the university

9. Who do I contact if I have a question or problem?

If you have any questions about the process *before* making your application, please refer to the university accommodation website.

After you have made your application, if you have a specific query regarding your accommodation, please contact the Accommodation Office/Housing Office/Residential Service Office at your University directly (email address in [Appendix 2 - NCUK Accommodation Contact Details and Weblinks](#)). If you have any problems or questions which can't be resolved through the university office, contact the staff at your Centre, who will contact NCUK.

10. Do I need to pay a deposit?

For students to accept an offer of accommodation made by the university, all universities will require students to pay an accommodation deposit by a deadline date. This can range from £50 to £550 and will need to be paid within 7 days to 28 days, depending on the university. If a student does not pay, the room will be allocated to another student. Students will therefore need to check their email account regularly over the summer to make sure they do not miss important accommodation emails.

Students must be careful. Students should only pay deposits if:

- it is their Unconditional university choice or/and
- it is refundable (this means: the university will return the money if they choose not to go)
- Students can request an extension to the deadline but they have to contact the accommodation office to arrange this.

PG students will need to remember to contact any university they have paid a deposit to in order to cancel their accommodation as soon as they know their final university.

11. Does NCUK/my centre have access to information about my accommodation application?

No, when you make an accommodation application, only you and the university accommodation office have access to this information. It is your responsibility to follow all the procedures to complete the application process and secure accommodation before arriving in the UK.

12. What do I do if I have not secured accommodation before travelling to the UK?

If you have not managed to secure accommodation, we recommend you book one or two nights in a hotel or Bed and Breakfast (B&B) in your university town or city. When you've arrived, you can go to the university accommodation office and staff there will provide assistance about where to look for accommodation. There are trusted private companies who specialise in high-quality accommodation – such as Opal, Unite, Liberty Living – as well as private landlords who rent rooms to students. The accommodation office will have more information about how to find accommodation in your local area.



THE NATIONAL COLLEGE OF UNIVERSITY STUDENTS

Appendix 2: University Accommodation Contact details

University	Accommodation Office Contact	Accommodation Information
Aston	accom@aston.ac.uk	www.aston.ac.uk/accommodation
Birmingham	living@contacts.bham.ac.uk	www.birmingham.ac.uk/accommodation
Bradford	accommodation@bradford.ac.uk	http://www.bradford.ac.uk/student/accommodation/
Bristol	accom-office@bristol.ac.uk	http://www.bristol.ac.uk/accommodation/
Huddersfield	Huddersfield@digstudent.co.uk	http://www.hud.ac.uk/uni-life/accommodation/
Kent (Canterbury & Medway campus)	https://www.kent.ac.uk/accommodation/contact/contact-student-accommodation.html - Online Contact Form	www.kent.ac.uk/accommodation
Kingston	accommodation@kingston.ac.uk	www.kingston.ac.uk/accommodation
Leeds	accom@leeds.ac.uk	accommodation.leeds.ac.uk
Leeds Beckett	accommodation@leedsbeckett.ac.uk	http://www.leedsbeckett.ac.uk/accommodation/
Liverpool John Moores	accommodation@ljmu.ac.uk	www.ljmu.ac.uk/accommodation

University	Accommodation Office Contact	Accommodation Information
Manchester	accommodation@manchester.ac.uk	http://www.accommodation.manchester.ac.uk/
MMU (Manchester Campus)	accommodation@mmu.ac.uk	http://www.mmu.ac.uk/accommodation/
MMU (Crewe, Cheshire campus)	accommodationincheshire@mmu.ac.uk	http://www.mmu.ac.uk/accommodation/our-accommodation/cheshire.php
Queen Mary	residences@qmul.ac.uk	www.residences.qmul.ac.uk
Salford	accommodation@salford.ac.uk	http://www.salford.ac.uk/study/life-at-salford/accommodation
Sheffield	accommodationoffice@sheffield.ac.uk	http://www.sheffield.ac.uk/accommodation/
Sheffield Hallam	international-accommodation@shu.ac.uk	www.shu.ac.uk/accommodation

Appendix 3: Accommodation Guarantee Deadlines 2018

UG/PG	University	Accommodation Guarantee	Guarantee website	Guarantee Deadline
UG	Aston	Yes, before deadline and if Aston is Conditional Firm (CF) choice only.	http://www.aston.ac.uk/accommodation/new-student-first-year-accommodation/first-year-accommodation-guarantee/	27 July 2018
PG	Aston	Yes, for first 200 students that have paid course deposit.	http://www.aston.ac.uk/accommodation/new-student-first-year-accommodation/first-year-accommodation-guarantee/	27 July 2018
UG	Birmingham	Yes, if students apply within deadline and make Birmingham their Firm (CF) choice.	http://www.birmingham.ac.uk/study/accommodation/guarantee.aspx#int	31 July 2018
PG	Birmingham	Yes. Must accept course offer firmly by 1 September 2018 and apply for accommodation for the full academic year (50 weeks)	http://www.birmingham.ac.uk/study/accommodation/guarantee.aspx#int	31 July 2018
UG	Bradford	Yes, provided Bradford is firm choice.	https://www.bradford.ac.uk/student/accommodation/the-important-stuff/	No deadline
PG	Bradford	Yes, but Bradford must be firm choice.	https://www.bradford.ac.uk/student/accommodation/the-important-stuff/	No deadline

UG/PG	University	Accommodation Guarantee	Guarantee website	Guarantee Deadline
UG	Bristol	Yes, if apply before deadline and firmly accepted offer of place.	http://www.bristol.ac.uk/accommodation/undergraduate/guarantee/	30 June 2018
PG	Bristol	Yes, if they apply by deadline, have firmly accepted an offer of a place of study, and will be here for a full academic year.	http://www.bristol.ac.uk/accommodation/postgraduate/international.html	30 June 2018
UG	Huddersfield	Book with preferred, recommended and approved accommodation provider, DIGS Student, and be guaranteed a room in halls of residence.	http://digstudent.co.uk/#locations	No deadline date
PG	Huddersfield	Book with preferred, recommended and approved accommodation provider, DIGS Student, and be guaranteed a room in halls of residence.	http://digstudent.co.uk/#locations	No deadline date

UG/PG	University	Accommodation Guarantee	Guarantee website	Guarantee Deadline
UG	Kent	Yes. Must make offer Firm by 31 July.	https://www.kent.ac.uk/accommodation/canterbury/living-on-campus/faq.html	31 July 2018
PG	Kent	Yes, if apply by deadline and have received and accepted an unconditional offer by 31 July.	https://www.kent.ac.uk/accommodation/canterbury/living-on-campus/faq.html	31 July 2018

UG	Kingston	Yes, if Kingston is CF choice	http://www.kingston.ac.uk/accommodation/halls-of-residence/frequently-asked-questions/#guaranteed	30 June 2018
PG	Kingston	Yes, if holding an unconditional offer and have paid deposit.	http://www.kingston.ac.uk/accommodation/halls-of-residence/frequently-asked-questions/#guaranteed	30 June 2018
UG	Leeds	Yes, if apply by the deadline and Leeds is their firm choice.	https://accommodation.leeds.ac.uk/info/4/applying/2/undergraduate_applicants	1 July 2018
PG	Leeds	Yes, if apply by the deadline and Leeds is their firm choice.	https://accommodation.leeds.ac.uk/info/4/applying/42/postgraduate_applicants	1 July 2018

UG/PG	University	Accommodation Guarantee	Guarantee Website	Guarantee Deadline
UG	Leeds Beckett	Yes, if Leeds Beckett is first choice and apply by the deadline.	http://www.leedsbeckett.ac.uk/accommodation/accommodation-faqs.htm	tbc
PG	Leeds Beckett	Yes, if Leeds Beckett is first choice and apply by the deadline.	http://www.leedsbeckett.ac.uk/accommodation/accommodation-faqs.htm	tbc
UG	Liverpool John Moores	Yes, to all international students but you can only apply when it's your Firm choice (CF or UF).	https://www.ljmu.ac.uk/discover/your-student-experience/accommodation/faq	No deadline
PG	Liverpool John Moores	Yes, guaranteed a room but not guaranteed a room in a postgraduate hall.	https://www.ljmu.ac.uk/discover/your-student-experience/accommodation/faq	No deadline

UG	Manchester	Yes, if apply and meet conditions by 31 August.	http://www.accommodation.manchester.ac.uk/consideringmanchester/ouraccommodation/accommodationguarantee/	31 August 2018
PG	Manchester	Yes, if apply and accept their offer by 31 August.	http://www.accommodation.manchester.ac.uk/consideringmanchester/ouraccommodation/accommodationguarantee/	31 August 2018

UG/PG	University	Accommodation Guarantee	Guarantee Website	Guarantee Deadline
UG	Manchester Met	Yes, if over 18, applied by deadline and hold MMU as Firm Choice	http://www2.mmu.ac.uk/accommodation/how-to-apply/	16 August 2018
PG	Manchester Met	Yes, if applied by deadline and hold MMU as Firm Choice	http://www2.mmu.ac.uk/accommodation/how-to-apply/	16 August 2018
UG	Queen Mary	Yes, if QMUL is CF choice	http://www.residences.qmul.ac.uk/online/	31 May 2018
PG	Queen Mary	No guarantee.	http://www.residences.qmul.ac.uk/online/	31 May 2018
UG	Salford	No guarantee.	http://www.salford.ac.uk/international/faqs	1 September 2018
PG	Salford	No guarantee.	http://www.salford.ac.uk/international/faqs	1 September 2018
UG	Sheffield	Yes, see guarantee.	http://www.sheffield.ac.uk/accommodation/guarantee	31 July 2018
PG	Sheffield	Yes, see guarantee.	http://www.sheffield.ac.uk/accommodation/guarantee	31 August 2018

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UG	Sheffield Hallam University	Yes, if you have accepted a Firm offer and have applied by 1 August.	https://www.shu.ac.uk/study-here/accommodation/support-and-useful-information/terms-and-conditions	1 August 2018
PG	Sheffield Hallam University	Yes, if you have accepted a Firm offer and have applied by 1 August.	https://www.shu.ac.uk/study-here/accommodation/support-and-useful-information/terms-and-conditions	1 August 2018