

New Prospective Student Room Allocation Information

The Accommodation Office understands that this may be a time when prospective students have many things to think about and arrange when starting University, especially when you may be living away from home for the first time. We have introduced this information sheet in the hope that it may put your mind at rest and answer most of your queries. Please keep this information to hand as it will provide you with quick and easy ways to find out when/if you have been allocated a campus room. We have a variety of communication options available for you to contact us about your room allocation anytime, anywhere!

SELF-SERVICE PHONE SYSTEM: +44 (0) 1895 267 900

The Accommodation Office has a self-service option to allow you to access information about your allocation. This information is available 24 hours a day, 7 days a week. This system uses your Brunel ID number and will access your personal allocation details that are held by the University. It will also allow you to check if we have received your accepted Tenancy Agreement, your accommodation deposit and information about where to collect your keys once you have completed your room acceptance process.

TEXT MESSAGING (SMS): +44 (0) 7860 023 026

The Accommodation Office has a text messaging service which allows you to contact us by text with any queries you may have about your room allocation before, during, or after your arrival. To make use of this service please text the number above and ensure you include your Brunel ID number. We cannot text you back, but will respond to your query by email within 2 working days.

EMAIL: accom-uxb@brunel.ac.uk

You can also contact us by email at accom-uxb@brunel.ac.uk. Please ensure you include your Brunel ID number. We will respond to your email within 2 working days.

FAQ's

The following frequently asked questions have been put together to show how you can use our information systems most effectively.

Will I get a room on-campus?

Students who have applied, met the conditions of the course and are holding an Unconditional Firm Offer with the University by 1 September 2011 will be offered a campus room. If you are a Clearing/Adjustment student or late applicant, it may take a little longer. Please refer to the University Accommodation Policy for further information at www.brunel.ac.uk/life/accommodation/accompolicy.

When will I be allocated a room on-campus?

MAINScheme students will be allocated once they hold an Unconditional Firm Offer with the University. For most of you this will be on the A-Level results release day in August. You will be

notified by the Accommodation Office that you have been allocated a room by text or email if you have provided details on your online preference form. You can also call our Call Centre and select the self-service option to check if you have been allocated. If you have come through the Clearing/Adjustment process please refer to our Clearing/Adjustment Student Information Sheet which can be found at www.brunel.ac.uk/life/accommodation/publications.

I haven't been allocated yet and I want to make a room preference/change my room preference/amend my contact information?

This is possible as long as you contact the Accommodation Office **before** you receive your allocation. Please make amendments to your room preference, email address and mobile number by visiting www.brunel.ac.uk/accommodation/pref and entering your Brunel ID number and your date of birth.

What do I do if I have been allocated on-campus but I no longer want a room?

We understand that you may change your mind about requiring accommodation on-campus. Provided as a new fresher student you give 7 days notice in writing to the Accommodation Office before the start date of your Tenancy Agreement you will receive a full refund of your deposit. If you are allocated a room and then wish to cancel it, you can do so by visiting www.brunel.ac.uk/accommodation/cancel and entering your Brunel ID number and the password contained in your allocation email. **Remember to do this before 7 days prior to the start of the Tenancy Agreement to receive a refund of your deposit.**

How can I make sure the Accommodation Office has received my Tenancy Agreement?

Once you have accepted your Tenancy Agreement online you will immediately receive a confirmation email from the Accommodation Office. You can check the date and time we received your Tenancy Agreement by logging onto www.brunel.ac.uk/accommodation using the log in details issued in your allocation email. You will also be able to access a PDF version of your Tenancy Agreement here. You can also call the self-service system to check if we have received your Tenancy Agreement. If you have not received confirmation that we have received your Tenancy Agreement please contact us.

How can I make sure you have received my deposit?

If you have paid your deposit online you will receive a confirmation email from the Finance Office. Please note that online payments can take up to 4 days (if paid during a weekend) to reach your account with Brunel University. You can check if we have received your deposit by logging onto www.brunel.ac.uk/accommodation using the log in details issued in your allocation email. You can also call the self-service system to access this information. If you have paid your accommodation deposit by telephone to the Cash Office it will reach your Brunel University account by 10am the following working day.

Customer Promise –
Staying on Track for Quality Service'

How can I pay my accommodation fees?

You can pay your fees in full, in advance or by instalments. If you choose instalments the University prefers that fees are paid by Direct Debit. This can be set up online before your arrival by visiting www.brunel.ac.uk/courses/paying-your-fees

For further FAQ's please check our website at www.brunel.ac.uk/life/accommodation/about/faqs

Useful Links

If you cannot find the information you are looking for using these services, you may like to have a look at our website at www.brunel.ac.uk/life/accommodation where you can find more information about the Accommodation Office and the Halls of Residence.

Information on Residences:

www.brunel.ac.uk/life/accommodation/residences

Online documents and leaflets:

www.brunel.ac.uk/life/accommodation/publications

Dates to remember:

www.brunel.ac.uk/life/accommodation/dates

Online preference:

www.brunel.ac.uk/accommodation/pref

Online Tenancy Acceptance:

www.brunel.ac.uk/accommodation

Online Tenancy cancellation:

www.brunel.ac.uk/accommodation/cancel

Paying online:

www.brunel.ac.uk/courses/paying-your-fees

Setting up your Direct Debit:

www.brunel.ac.uk/courses/paying-your-fees

University Accommodation Policy:

www.brunel.ac.uk/life/accommodation/accompolicy

Accommodation Office Contact Details

Call Centre: +44 (0) 1895 267 900

Text/SMS: +44 (0) 7860 023 026

Fax: +44 (0) 1895 269793

Email: accom-uxb@brunel.ac.uk

Web: www.brunel.ac.uk/life/accommodation

The Accommodation Office is located at one end of Saltash Hall near the Medical Centre. You can find further information sheets on the Accommodation Office website at www.brunel.ac.uk/life/accommodation/publications