

## ALLOCATIONS- STUDENT LIVING

# Prospective Students Applying for Campus Accommodation 2024/25

### ELIGIBILITY FOR CAMPUS ACCOMMODATION AND HOW TO APPLY

#### Will I get a room on campus?

All new students who have applied and met the conditions of the course and who are holding an Unconditional Firm offer from the University by **31 August 2024** will be offered a campus room. If you apply after **31 August 2024** your application may take a little longer to process, and we cannot guarantee accommodation, but we will do our very best to offer you a room. Please refer to the University Accommodation Allocation Policy for further information at <http://www.brunel.ac.uk/services/accommodation/residence-regulations>

#### How do I apply for a room on campus?

All applications for campus accommodation are submitted online at <http://accom.brunel.ac.uk/apply>. The first thing you need to do is to create an account to register with us. You will need your Brunel student number (this is the 7 digit number you will have been issued with by Brunel University London), your date of birth and your family name. You will be asked to create a password. Please ensure you have access to your email address for the whole of the summer period, as all of your correspondence will be sent to this email address. Once you enroll at the University, this account will be updated to your Brunel email address and will remain as this during your time at Brunel.

#### Do I get to choose the room I want on campus?

When you submit your online application you will be asked to make a preference for either an en suite room (private bath/shower room facilities) or standard room (shared bath/shower facilities). You can also submit a hall preference (if the name of a hall is not showing when you make your application it's because this hall is not available for your year of study).

Some halls or types of accommodation are very popular and can become oversubscribed. We will always take your preferences into account and will try to offer your first choice preference, however this cannot always be guaranteed. If we are unable to offer you your first choice, we will offer you an alternative. Please note that, to be fair to all students, each student will only receive one offer of accommodation.

#### What do I need to do to accept my room offer?

Students will be offered a room once they hold an Unconditional Firm offer with the University. For most of you this will be on the A Level results day in August. You will be notified by email that you have been allocated a room (if you have provided your contact details in your online application).

#### What do I need to do to accept my room offer?

When you are offered a room you will be asked to accept a Licence Agreement online and make an advanced payment of £350 (£450 studio/flats), by cleared funds (i.e. card payment) by the deadline date stated on your room offer. This confirms and secures your booking.

#### Can I arrive early or late of my agreement start date?

Yes, this is dependent upon availability and terms and conditions. Please complete your early or late arrival request form by logging into your account

#### How can I make sure you have received my advance payment?

If you have paid online you will receive a confirmation email from the online payment provider (Capita). You can also check online at <http://accom.brunel.ac.uk/apply>. If we do not receive your advance payment we will be in contact with you. Please note that online payments can take up to four days (if paid during a weekend) to reach your account with Brunel University London. If you have paid by telephone to the Income Office it will reach your Brunel University London account by 10am the following working day.

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

This is possible as long as you contact the Allocations team before you receive your allocation email/ room offer. Please email [bca@brunel.ac.uk](mailto:bca@brunel.ac.uk) if you wish to make amendments to your room preference.

## What do I do if I have been allocated a room but I no longer want it?

We understand that you may change your mind about requiring accommodation on campus. All cancellations must be submitted to the Allocations team using the online cancellation request form at <http://accom.brunel.ac.uk/apply>

All students will have seven days (the Initial Seven Day Period) from the payment date of their advance payment (the payment date is counted as the first day) to cancel an allocation/room offer and receive a full refund of the advance payment (provided the Licence Agreement does not begin within this seven day period).

After the seven-day cancellation period the following single and studio accommodation cancellation charges will apply:

- By 1 July 2024: £100;
- By 19 August 2024: £200;
- From 20 August 2024 the full £350 (or £450 for studio flats) will be retained by the University to cover the additional administrative expenses incurred in finding a replacement and processing their documentation.

All students from 20 August 2024 will be charged the £350 (single room) charge or £450 (Studio/Flats). The advance payment is non-refundable and will be retained by the University to cover the Replacement Cost charge. This includes students attending a University formal placement.

Please note: The above room cancellation charges only apply to new students once they have been offered and paid an advance payment for a campus room.

## How can I make sure the Allocations team has received my Licence Agreement?

Once you have accepted your Licence Agreement online you will immediately receive a confirmation email from the Allocations team. You can check the date we received your Licence Agreement by visiting the Student Living Hub at <http://accom.brunel.ac.uk/apply>. If you have not received confirmation that we have received your accepted Licence Agreement please check your account in the Student Living Hub.

## Question & Answer Centre

If you need further information or advice you can ask questions at our interactive online Question & Answer Centre: <http://accominfo.brunel.ac.uk>

**PLEASE NOTE:** All information contained in this leaflet has been checked and is correct at the time of publication but may be subject to change at any time. The University reserves the right to reasonably alter its Accommodation Policy at any time that it considers appropriate.

## ALLOCATIONS TEAM CONTACT DETAILS

Address: Allocations- Student Living,  
Brunel University London, Uxbridge, Middlesex,  
UB8 3PH, UK

Call Centre:  
+44 (0) 1895 267 900 (option 1)

Online Chat: <http://accominfo.brunel.ac.uk/>

Question & Answer Centre:  
<http://accominfo.brunel.ac.uk>

Website:  
[www.brunel.ac.uk/accommodation](http://www.brunel.ac.uk/accommodation)

You will be able to find further information sheets on our website at:  
[www.brunel.ac.uk/accommodation/publications-and-leaflets](http://www.brunel.ac.uk/accommodation/publications-and-leaflets)