Accommodation & Hospitality Services
Online Accommodation Application
Frequently Asked Questions

How do I know what accommodation is available to me?
You should read the Accommodation Brochure for 2017-18 in full before completing the online application. The brochure gives a brief overview of the essential information you will need to know about the accommodation. We also recommend you visit our website which provides more detailed information on all of our accommodation residences.

How do I apply for accommodation?
You need to complete the online application as soon as possible but before 30 June guarantee date. A “how to apply” guide on completing the application is available and we recommend you read this before completing the application.

Can I apply if I haven’t accepted my academic offer yet?
You can complete your application for accommodation even if you have not yet made your final decision to UCAS on your firm choice University. However you are only guaranteed accommodation if you choose Newcastle as your firm choice University before the 30 June for undergraduate students and 30 July for postgraduate students. Applications can still be made after the closing date for applications, 30 June, but you would not be covered under our New Student Guarantee.

How many choices can I make on my application?
This will depend on your application type and you will be advised of how many preferences you can make when completing the online application. For single students you must select six preferences. For anyone interested in catered accommodation, as there is only one area - Castle Leazes which offers catered rooms you can select these as the first two options (ie washbasin and en suite options) if required, but you must continue to select more alternative self-catered options up to the maximum number of choices required in case we are unable to offer you the catered option.

When allocating a room we will work our way through your choices in order of preference. You should note, that some room types are in high demand but low quantity ie Castle Leazes only has seven deluxe en suite rooms, Windsor Terrace only has 48 en suite rooms. These rooms will then be split between male and female gender to ensure an even mix.

I have a medical condition/special requirement that requires specific accommodation. What should I do?
It is very important that you let us know about any medical condition, disability (including an unseen disability) or any other special requirement that may mean you require a specific room allocation, when you apply for accommodation. You should ensure that you complete the relevant parts of the online application providing detailed information. You will also be asked to provide further information from a Medical Practitioner. We will contact you separately about this, or you can download a copy of the Medical Assessment Form and arrange for this to be completed and forwarded to us. The evidence will be reviewed by our DSA specialist; it is not a guarantee that you will be offered accommodation based on the evidence submitted, however careful consideration will be given to each case.
I have made a mistake on my application form, how do I change the details?

When you are making your application, you have ability to go ‘Back’ at every stage, to amend any of your choices.

If after completing your application you wish to change your accommodation preferences, your gender sharing preferences or advise us of a medical condition/disability, you can. From the Hub Page select ‘Edit Application’. You will need to reselect your accommodation preferences and once you have selected the maximum room types for your application type, go to the shopping basket and click ‘Continue’. You will then be given the option to amend the additional information you provided. Please be aware that changes can only be made to your application before 30 June. You will receive an updated email confirming your new preferences and/or additional information.

If any of your personal information has changed, ie email, home address this cannot be edited via the application form, instead please email any amendments to us.

When will I be offered accommodation?

All students holding an Unconditional Firm offer to study at Newcastle, we can offer you a room from July onwards, which is after the closing date for applications.

If you are an undergraduate student holding a Conditional offer to study, and are covered by the guarantee, we cannot process your application until you receive an Unconditional offer. If this is dependent on exam results, your offer of accommodation will be sent within 10 days of receiving your results.

Allocations for undergraduate students are split into two groups and are processed in a particular order:

- **Guaranteed** students – from July onwards;
- **Non-Guaranteed** students, ie late applications, Insurance candidates, Clearing candidates and local students not firm choice – by Wednesday 30 August

If you are a postgraduate student holding a Conditional offer to study, and are covered by the guarantee, once you’ve met all the conditions of your academic offer to study and paid the £500 accommodation application fee, we can make you an offer of accommodation from July onwards.

How do I know which of the above group I belong to?

- **Guaranteed** students – those students who are covered under the “guarantee” and completed their application by 30 June deadline;
- **Non-Guaranteed** students –
  - Late applications – those students who would have been covered under the “guarantee” but completed their application after 30 June deadline;
  - Insurance candidates – those students that chose Newcastle as their “insurance” choice University;
  - Clearing candidate – those students that come to Newcastle via the Clearing system;
  - Local students not firm choice – those students that live in an area deemed commutable to the University and did not choose Newcastle as their firm choice University.
How is the accommodation allocated to students?
Your application will only be processed upon confirmation of you holding an Unconditional Firm offer to study at the University.

- **Postgraduate students** – we allocate postgraduate accommodation from July onwards, but we are particularly busy during August and September.
- **Undergraduate students** – we will only begin making offers from July onwards, but you may not receive an offer from us until mid-August. In most cases, applications cannot be processed until after A-level results have been announced. Don't worry if your friend has heard and you haven't - we have over 5,000 applications to deal with which are processed over a number of weeks. You should receive an offer within 10 days of receiving your results.

Details of your accommodation allocation will be sent to you via email. If you have not received an offer from us by 1 September, please contact us.

At the point of processing your application, you will be allocated a randomly generated allocation number. We will allocate against your preferences based on the ascending order of your allocation number. We do not use the date on which you completed the online application when processing applications.

How will I know if I have been offered accommodation?
Once we have made you an offer of accommodation, you will receive an email from us. If you have been offered a University room, you will be directed back to the Accommodation Online Service where you will log in and under the ‘Contracts’ section, you will see details of the offer that has been made. If you have been offered Managed Partnership accommodation you will be sent an email providing details of the room you have been offered but also directing you to the company's online system so you can register and view/accept the offer using their online system.

I used an email address when applying which I now can't access, what should I do?
If you need to update your email address, you will need to contact us by completing the online web-form available by logging into the “My Journey” section of your application.

As your original email was validated at the time of completing your application, we will need to validate the new email to ensure you can receive emails from us. You will be sent a validation email which you will be asked to confirm receipt of. Only upon confirmation that you received the email will we update your email address.

You should also ensure that you have set our email address of “noreply_student.services@ncl.ac.uk” as a safe sender in your email account. Please note this is an outgoing email address only therefore any correspondence you wish to send to us should be addressed to: student.services@ncl.ac.uk

What if I do not want to accept the offer of accommodation?
You will normally only be made one offer of accommodation, and you can choose to reject this offer if you wish. You should follow the instructions contained in your offer on how to reject. Please note if you reject the offer, no further offers will be made to you. However you can look to swap rooms via the Facebook page with another student. (Conditions apply).
Why are there a variety of contract periods offered?
The standard University contract for undergraduate students is for a 39 week period for the duration of 24 September 2017 to 24 June 2018, including Christmas and Easter vacations. Contracts at Castle Leazes will be for a 38 week period for the duration of 24 September 2017 to 17 June 2018 including Christmas and Easter vacation, but meals are not provided in catered accommodation during the vacation periods. This allows you to leave your possessions in your room during the holidays.

The standard University contract for postgraduate students is for a 50 week period meaning you will be able to stay in your room until the 4 September 2018. If you are offered a shorter contract, alternative accommodation will be made available over the summer period.

Contracts for rooms in Managed Partnership accommodation are offered for a variety of 42, 43 or 50-week periods with the possibility to extend over the summer period if required. Due to the length of contracts, this accommodation is not suitable for part-year students.

Am I guaranteed accommodation?
To check if you are guaranteed accommodation with the University please refer to our New Student Guarantees.

Am I guaranteed a room in my preferred residences?
We will try to allocate you a room in one of your preferred options but this is not always possible due to the popularity of some residences. If we are unable to offer you a room in one of your preferred options we will make you an alternative offer based on availability of rooms and the alternative preferences you indicated on your application.

Do you offer students with similar interest’s accommodation together?
We will aim, where possible to integrate students of a different race and culture to promote inter-racial, inter-personal and inter-cultural understanding within the community. In addition, undergraduate students will be given the opportunity to select whether they would prefer to live in an “Alcohol Free/Quiet Area” with similar likeminded students. Please note that whilst we will make every effort to honour this request, due to limited availability in this room type, the request cannot be guaranteed. Please be aware that these areas will be self-policed.

As an undergraduate student can I live in postgraduate accommodation?
Mature undergraduate students aged 25+ will be allowed to choose from accommodation options within both undergraduate and postgraduate areas. If you prefer not to live with students between the ages of 18-22, we recommend you ensure you make your selections based on the postgraduate options available.

Can I share with my friend/family member?
We try to integrate students from various backgrounds to allow you to gain the best student experience whilst in your first year at Newcastle University. Therefore we do not give the option to request to live with a friend/family member. The majority of our residences are within walking distance, and as Newcastle is a very compact city, if you are not allocated to the same residence as a friend/family member, they won’t be too far away. Forming new friendships whilst at University both in and out of accommodation will enrich your time here at Newcastle. (Bowsden Court and St Mary’s College accommodation are located outside of the city centre and away from each other).
What is the difference between room types?

- **Standard** - your own bedroom but without any private wash facility. Bathroom facilities shared with other students
- **Large room without washbasin** your own bedroom but without any private wash facility. Bathroom facilities shared with other students
- **Washbasin** - your own bedroom with a washbasin. Bathroom facilities shared with other students
- **En suite** - a standard *en suite* room includes your own bedroom with a private bathroom incorporating shower cubicle, washbasin and toilet. Single beds and larger four foot beds maybe included depending on the residence
- **Deluxe/Premium en suite** – these rooms have more floor space, larger beds and bathrooms with shower or shower over bath
  - Castle Leazes – four foot beds
  - Grand Hotel – four foot beds
  - Kensington Terrace – four foot beds
  - Leazes Terrace – four foot or double beds
  - Liberty Plaza – double beds
  - Park Terrace – four foot beds
  - Turner Court – four foot beds
  - Verde – four foot or double beds
- **Superior en suite** – available only at Kensington Terrace a recently converted residence where rooms vary in size from 20m².
- **Studio** – Self-contained bedroom, kitchen and *en suite* bathroom for your own use. Some studios are suitable for both single and double occupancy for couples