

Accommodation Services

Allocations Policy

Purpose Statement

To set out clearly for staff, students and others, the university's approach to processing applications for accommodation, with a view to achieving consistency, fairness and transparency.

Scope

This policy applies to applications made by students to Newcastle University for residential accommodation that is owned or managed by one of the following:

- a) the university
- b) a private provider of purpose-built student accommodation by arrangement with the university
- c) other private providers of purpose-built student accommodation

Who may apply for accommodation?

After the university offers someone a place on a course of study, the university will inform that person how and when they can use the accommodation application portal. Anyone with an offer of tuition from the university may apply for accommodation. Places in accommodation are subject to availability, with people eligible under our guarantee being given priority.

How to apply

Applications are accepted through the university's accommodation services online portal. Applicants who need assistance applying can contact the Allocations Team at allocations-enquiries@ncl.ac.uk or by telephone at 0191 208 3333.

Guarantee

The university guarantees to make an offer of accommodation to students who meet all the following criteria:

- a) the student must have applied for accommodation by 31 July
- b) the student must be about to start their first year of an undergraduate or taught postgraduate course in Newcastle
- c) the student's programme of study must be for at least one full academic year
- d) Newcastle University must be the student's firm choice by the UCAS deadline date
- e) postgraduate students should meet the requirements of their academic offer by 30 July

Offers made under this guarantee may be in university accommodation or in purpose-built accommodation owned or managed by a private provider. The university does not guarantee to match the applicant's preferences.

Offers of accommodation under this guarantee are time limited. The university will not guarantee accommodation unless the applicant accepts their accommodation offer within the stipulated deadline.

The accommodation guarantee does not apply to couple or family accommodation, but students who would otherwise meet the accommodation guarantee criteria will be given priority, subject to availability of suitable accommodation.

Students applying through clearing may apply to the university for accommodation but they are not eligible for the accommodation guarantee.

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Students who are not eligible for the accommodation guarantee may still apply for accommodation. The university will use this policy to determine the order in which non-guaranteed applications are processed.

- a) **Returning students** – a number of rooms will be reserved for returners, but how many will depend on recruitment targets and the number of rooms needed to meet the accommodation guarantee. International undergraduates are given priority among returners. Returners must not have any rent arrears or other serious breaches of their existing tenancy agreements. Returning students will be contacted during the third term to express an interest in returning
- b) **Insurance students** – applications will not be processed until the student has firmly accepted an offer of a tuition, and all applications from students eligible under the accommodation guarantee have been processed
- c) **Clearing students** – applications may be made after you have accepted your place to study via UCAS track. You will need to wait at least 24 hours after accepting your study place before you can use our accommodation booking system, but you should not have to wait longer than 48 hours before you can apply
- d) **Semester and other part-year students** – applications are not processed unless there are vacant rooms still available after meeting the accommodation guarantee and after processing applications from categories (a) to (c) above
- e) **Distance learners** – applications from students participating in distance learning who do not come to campus until semester 2 are considered alongside semester and part-year students

Special procedures apply to students who require certain types of accommodation.

Adapted accommodation – students who need reasonable adjustments to be made under the Equality Act are invited to make their needs known at the point of application. To make sure that students with disabilities are allocated to rooms that are best suited to their needs, Accommodation Services may ask for medical evidence or opinion. There is a range of adapted accommodation available, but students will not be given priority over other applicants for this type of accommodation unless they inform the university at the point of application. The university can only make additional reasonable adjustments to accommodation if the student notifies Accommodation Services of their requirements in good time – ideally when first applying.

The university will not discriminate against students who need adapted accommodation or need further reasonable adjustments. The university will not discriminate against students who need to have a carer living with them. The university is not under any obligation to make alterations to meet all a student's requirements – only those which are reasonable.

Family accommodation – there are a limited number of places available for couples without children and for families with children. Applications will be processed in the same order as sole-occupancy accommodation, starting with students eligible for the accommodation guarantee.

Timing

Applications for accommodation are not processed on a first-come, first-served basis. Students are encouraged to consider their choices carefully, so that they apply for the accommodation that is most likely to suit their requirements. When a student applies for accommodation, the Accommodation Services system selects the order in which applications in a given category are processed.

Students applying under the accommodation guarantee will be given priority over other accommodation guarantee students provided they submit their applications before 31 July of the year in which they intend to begin their studies. We still source accommodation for eligible students who apply after 31 July, but the range of choice may be limited.

The university will process applications from students who are not eligible for the accommodation guarantee after processing all guaranteed applications which it received before 31 July. The order of processing non-guaranteed applications is set out above, under the heading "Allocations".

Offers of accommodation are not made until after A-level results are received.

Cancellations

Once a student has accepted an accommodation offer, there are only limited circumstances in which the application can be cancelled. Where valid cancellations are made, the accommodation will be re-allocated according to this policy. This may occasionally mean that a student from a priority category is not offered their first choice of residence, but a student applying after clearing is offered a place in that same residence

Choice and availability

The university aims to match applicants to the accommodation that they request, but due to availability and demand, this is not always possible. If an applicant's first choice is not available, the university will try to offer a close match, based on a combination of room type, preferred location and price.