Accommodation Services
Online Accommodation Application
Frequently Asked Questions

How do I know what accommodation is available to me?
It’d be useful for you to have a look at our webpages before completing the online application, so that you have an idea of the types of accommodation we offer.

How do I apply for accommodation?
You can complete the online application as soon as you receive an email from us letting you know that applications are open. To be covered by our New Student Guarantee ensure you apply before the relevant deadline. We recommend you also read our “how to apply” guide.

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.

How many choices can I make on my application?
This will depend on your application type and you will be advised of how many choices you can make when completing the online application.
Single students (UG/PG) - Select three
Couple applicants - Select two or three
Family applicants - Bowsden Court family flats only

When allocating a room we will work our way through your choices. Keep in mind that some room types are in high demand but low in quantity i.e. Castle Leazes only has seven deluxe en suite rooms and 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/requirement that requires specific accommodation. What should I do?
When you apply for accommodation it is very important that you let us know about any medical condition, disability (including an unseen disability) or any other requirement that may mean you require a specific room allocation. 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 professional. 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 choices, 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 choices, 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 and before any allocation is made**. You will receive an updated email confirming your new choices and/or additional information.

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

**When will I be offered accommodation?**

**Undergraduates**
- We will start allocating international undergraduates from 1 May onwards
- UK/EU undergraduates with an **Unconditional Firm offer** will be allocated from July onwards
- Undergraduates with a **Conditional Firm offer** will be allocated post Results Day
- Undergraduates with an **Insurance offer** who become Unconditional Firm, after results are confirmed, will be allocated from 20 August onwards
- Undergraduates who apply through Clearing and Adjustment System will be allocated within 48 hours of submitting their application

**Postgraduates**
- Students who have an **Unconditional Firm offer** and have paid their relevant Application fee will be allocated early July
- We will then allocate PG students when they meet the conditions of their academic offer to study and paid their application fee

**Non-guaranteed**
- If we are able to make you an offer of accommodation, we expect to do so by 31 August

Details of your accommodation allocation will be sent to you via email. If you have not received an offer from us by 2 September, please **contact us**.

**Am I guaranteed accommodation?**

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

**How do you allocate accommodation?**

Every applicant is assigned a randomly generated number which is used to determine the order of allocation. These numbers are assigned by a computer and don’t take into consideration the date of application. This means that we can allocate rooms in a way that is as fair as possible.

We then looks at each students’ accommodation choices and tries to match these with vacant rooms. If there are no vacancies in any of your chosen accommodation, we will offer a suitable
Students who have medical needs or disabilities are considered on a case-by-case basis.

**How will I know if I have been offered accommodation?**
Once we have assigned you to your room, you will receive an offer of accommodation via email.

If you have been offered a University-Managed room, you will be directed back to the Accommodation Online Service. You will see the details of your room under the ‘Contracts’ section.

If you have been offered Managed Partnership accommodation you will be sent an email providing the details of your room. You will then be directed to the company’s online system so you can register and 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 in the “My Journey” section of your application.

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 therefore any correspondence you wish to send to us should be addressed to: allocations-enquiries@ncl.ac.uk

**What if I do not want to accept the offer of accommodation?**
You should follow the instructions contained in your offer email. Please note if you reject the offer, no further offers of accommodation will be made to you.

**Why are there a variety of contract periods offered?**
The length of your contract will vary depending on your accommodation however all of our contracts will cover Freshers’ Week and the academic teaching period.

Our standard undergraduate contract is for a 40 week period however our contracts at Castle Leazes are for a 38 week period due to summer conferencing. Managed Partnership accommodation offer contracts that are 42 or 43 weeks as the contract is with the private provider. If you’re an overseas student, your contract will include an additional week at the beginning to allow you to arrive early for the University Welcome Programme.

**Am I guaranteed a room in one of my chosen residences?**
We will try to allocate you a room in one of your chosen 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 choices we will make you an alternative offer based on the alternative preferences you indicated on your application.

**Do you offer students with similar interest’s accommodation together?**
We don’t put students from the same courses or countries in one flat, as we believe that mixing things up gives them more opportunity to meet different people – you’ll get to know your course
mates outside of your accommodation, anyway!

We do have specific flats designated as “Alcohol Free/Quiet Area” and you can select this option when applying for accommodation. We will only allocate these flats to students who have selected this option. We will make every effort to honour this request, however due to limited availability, the request cannot be guaranteed. Please be aware that these areas will be self-policied and we cannot ensure that no alcohol will be present during your period of stay.

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.

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. Forming new friendships whilst at University will enrich your time here 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 of each other and the campus, therefore if you are not allocated to the same residence as a friend/family member, they won’t be too far away.

*Bowsden Court and St Mary’s College accommodation are located outside of the city centre in separate locations.

What is the difference between room types?
Please see our website for further information