

Online 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 Offer](#) 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. Typically, we ask for the following number of choices:

- **Single students (UG/PG)** - select three
- **Couple applicants** - select two
- **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**. 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**, which we will contact you separately about; alternatively, you can download a copy of our [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 your choices.

After completing your application, you have the ability to change your accommodation choices, your gender sharing preferences, or advise us of a medical condition/disability. To do so, select '**Edit Application**' From the Hub page. 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 31 July 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; please [email](#) any personal detail amendments to us instead.

When will I be offered accommodation?

This is currently under review; we will publish updated information as soon as possible, so please check our website again soon.

Will I be offered accommodation?

Please refer to our [New Student Offer](#) for more information. Please keep in mind that the offer only covers a room with us, rather than one of your specific residence preferences.

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 look at each students' accommodation choices and try to match these with vacant rooms. If there are no vacancies in any of your preferred accommodation, we will offer a suitable alternative.

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-owned room, you will be directed back to the accommodation portal where you will see the details of your room under the 'Contracts' section.

If you have been offered a room in a Managed Partnership or with a local provider, you will be sent an email providing the details of the accommodation and how you can accept the offer .

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 that if **you reject the offer, we will not be able to make you another offer of accommodation**.

What is the difference between room types?

Please see [our website](#) for further information.

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**.

You will receive full details of your contract period when you receive your offer of accommodation.

Typically contract lengths are as follows (subject to change due to Covid-19):

- **Our standard undergraduate contract** is for a **40 week period**.
- **Managed Partnership and local provider accommodation** offer contracts that usually run **between 42/43 weeks**.

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 interests 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", 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-policed 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. We know that **forming new friendships whilst at University will enrich your time here**; as such, we do not give the option to request to live with a friend/family member. **The majority* of our residences (with the exception of Bowsden Court) are within walking distance of each other and the campus**, meaning that even if you are not allocated to the same residence as a friend/family member, they won't be too far away.