

University of East London Allocation Policy

The University of East London can accommodate 1160 students in the Halls of Residence Accommodation on the Docklands Campus. Places in Halls of Residence are allocated according to the University's Accommodation Guarantee and priority categories. These categories are listed further down this page.

UEL (University of East London) Residential Life are under no obligation to offer Accommodation to a student.

Students who are not allocated a place can request to be put on a waiting list and students in all categories may be offered a place later in the academic year.

Our Accommodation Guarantee "2024/2025"

Eligibility Criteria's:

The University of East London guarantees Accommodation to New Starters, who fit within the below eligibility criteria:

- Are 18 years old (or over)
- Are starting their first year of studies at UEL
- Are studying for a full academic year or longer on a full-time mode of attendance
- Have an Unconditional Firm offer from the University

The University of East London guarantees Accommodation to Care Leavers, Estranged Students, Refugee's or Students with a relevant disability who fit within the below eligibility criteria:

- Are 18 years old (or over)
- Are studying for a full academic year or longer on a full-time mode of attendance
- Have an Unconditional Firm offer from the University
- Provide confirmation/evidence from the local authority

The University of East London guarantees Accommodation to returning students, who fit within the below eligibility criteria:

- Are 18 years old (or over)
- Are studying for a full academic year or longer on a full-time mode of attendance
- Must have passed their previous year of studies and re-enrolled to the University
- Must have no previous rent arrears or serious disciplinary

In addition to the eligibility criteria's, application deadline dates are in place to guarantee students accommodation. Students are only guaranteed accommodation if they complete the application, payment, and acceptance stages of the process, with the deadlines gives. Further information regarding deadline dates and where they can be found, is below on page 6.

For students that do not fulfil the Accommodation Guarantee they will be allocated based on the below priority categories. All students must fit within the eligibility criteria most relevant to them.

Please note, our accommodation guarantee is only applicable for Term 1 (September start). Applications for Term 2 and Term 3 will be allocated on a first come first serve basis and in accordance with the priority categories below.

Priority Categories

- Residential Life Scholars
- Students with a medical condition/declared disability
- Care Leavers and Estranged Students
- Students with a refugee status
- Exchange Students
- New students who satisfy the Accommodation Guarantee
- Sports Scholars
- Pre-Sessional and Summer Residents
- Returning Students who apply before the deadline date posted online.

Returning students who have no disciplinary' s or rent arrears and supported Residential Life events including attending focus groups, social events or pro-actively supported campaigns or initiatives will be prioritised.

Please note that students with previous arrears from UEL Halls of Residence or who have been found to be in breach of the UEL Student Code of Conduct will not normally be considered again for a place in halls.

- Any other students at the discretion of the Assistant Chief Operating Officer & Director of Student Services or the Head of Residential Life and Conduct.

Application and Preferences

Application and Room Offer

Places can only be allocated to University of East London students who have completed a valid halls of residence application via the UEL Accommodation Portal.

Provisional Room offers will be made once students have made their application and satisfied the eligibility criteria. Once a student receives their Provisional room offer, they will receive a payment deadline to pay a £250 deposit and £500 advance rent payment. Once the student has made their payment, the provisional room offer will be confirmed and available for the student to accept via the UEL Accommodation Portal.

Failure to make the £750 payment within the deadline, will result in the provisional room offer being withdrawn and the application being rejected.

Please note students must also accept their room offer within the deadline given. Failure to accept the room offer will result in the room offer being withdrawn and the application being rejected. All communication will be made via the email registered to the UEL Accommodation Portal.

If students reject their room offer, we are unable to guarantee they will receive another.

Preferences

We offer students the opportunity to select their room preferences and attributes when completing their application. There is no guarantee an applicant will be offered their first choice. However, every effort will be made to offer the preferences selected in the application using the order of priorities below.

We will aim, where possible to integrate students of different nationalities, ethnicity, age, and programme of study.

Room Allocation Priorities

The order of priority for the specific allocation of rooms in the residences is as follows:

Priority 1 – Hall; our main priority is to ensure we allocate students to the Hall type that have selected; East Halls, Premium East Hall, West Halls or Premium West Hall.

Priority 2 – Room Type; we have 16 types of rooms within the UEL Halls of Residence. Some types of rooms are extremely limited; however, we endeavour to allocate the 1st room type selected. Failing to allocate to the 1st room type, we will allocate to the 2nd. Failing to allocate to either 1st or 2nd room type, we will allocate based on other room type preferences and/or other application preferences.

Priority 3 - Preferences; we give students the opportunity to select their gender sharing preference. This means that students can select to live with all females/all males or a mixed gender flat.

Students are only able to select one preference and all efforts are made to allocate students based on these preferences. However, on occasion, due to availability we may be unable to allocate room based on the selected gender preference. Preferences will be allocated on a first come first serve basis.

Priority 4 – Living Learning Communities; students can select their interests during the accommodation application. Where possible, we will endeavour to allocate students that are a member of a Living Learning Community together.”

Accessible Rooms

For any students that require an accessible room due to medical conditions, please contact the Residential Life Welfare Team - reslifewelfare@uel.ac.uk and the Disability and Dyslexia Team (DDT) - DisabilityAndDyslexiaUnit@uel.ac.uk once your application has been submitted. The Residential Life Team can make reasonable adjustments to rooms based on your individual needs; however, these must be arranged with Residential Life and our Disability and Dyslexia Team (DDT) in advance of your arrival. Dependent on the type of adjustments requested, we will require suitable notice to ensure there is time to make the necessary arrangements. Therefore, we are unable to guarantee agreed changes will be in place prior to your arrival date, so it is imperative we are contacted as far in advance as possible.

If you need a live-in carer or personal assistant, you will also need to contact DDT and Residential Life Welfare Team to discuss your requirements and availability.

If adaptations are required, DDT and Residential Life will liaise with the estates and facilities team to make the adjustments required prior to your arrival. If a student has significant needs, this may require an Occupational Therapy (OT) assessment. The student is encouraged to contact their local Social Services department for an initial assessment and then a referral to the OT can be made. DDT will liaise with the OT and arrange a campus visit for an assessment of student's needs and appropriate adaptations. Once DDT receive the report, the recommendations are shared with Residential Life to check feasibility and, if possible, the works are agreed and booked.

If the adjustments required are material (e.g. specialist mattresses, mini-fridges, light bulbs) and easily identifiable/sourced by Residential Life and DDT to manage expectations, we would expect to be able to have these in place within **4 weeks of being notified**, but this will be dependent on supply.

If the notice period is less than **8 weeks** (for those already in contact with their Local Authority) we cannot guarantee completion of adaptations before the start of the tenancy but will endeavour to have them completed as soon as possible.

Financial support for students from low income

The Residential Life team in partnership with UEL's Student Money and Advice Rights Team (SMART) have a Rent Deferral Scheme which offer new starters the opportunity to apply for financial support for the £500 accommodation advance rent.

The Rent Deferral Scheme is not a loan, but an agreement to postpone the £500 advance rent. Rather than the payment being needed during the application stages, the £500 will be split equally into the student's payment plan throughout the academic year. Students must pay the £250 deposit to be considered for this scheme and be in receipt of student finance.

In exceptional circumstance, SMART can also offer additional financial support to new students.

Details on how to apply for the Rent Deferral Scheme including deadlines can be found on the [UEL Accommodation website](#).

Please note, this scheme is only available in Term 1 (September starters).

Waiting List

Any students that are not allocated a room at the time of their application will be added to the Accommodation Waiting List.

Students from the waiting list will be prioritised based on the priority categories listed above, however students may be offered a room based on room preference.

Students whose attendance is less than 50% will not be prioritised.

Students are not permitted to make any payments when their application is on the Waiting List. However, students will be given a deadline to pay their £750 once they have received a provisional room offer. Please note, payment deadline dates from the waiting list can vary from 24hours to 7 days once the room offer has been received.

Provisional room offers will be communicated with students via email and available to view on the UEL Accommodation Portal

Provisional room offers will be withdrawn and applications will be rejected should a student not pay within the deadline.

Deadline Dates

Applications will be processed according to the deadline dates that are published on the UEL Website and UEL Accommodation Intranet pages. These deadline dates will be updated when new applications go live.

Please note, if you submit an application outside of the published deadline dates, your application will be processed according to the below:

- Application verified – within 48 hours of satisfying the eligibility criteria
- Provisional Room offer – within 7 days of application being verified
- Payment Deadline – 7 days after receiving provisional room offer
- Acceptance Deadline – 7 days after provisional room offer is confirmed

Please also note, if you submit an application after the scheduled tenancy start dates, your application will be processed according to the above. Your tenancy start date will be generated from the day you receive your provisional room offer. This is the date that you will be charged from as this is the date the room is held for you.

If you submit an application after the tenancy start date, you are not permitted to move into your room until your £750 has been paid and you have accepted your room offer on the UEL Accommodation Portal. This is regardless of your tenancy start date.

It is however possible to move in the same day your tenancy starts if all actions are completed imminently, and the Residential Life Team are notified at each stage.

If you are planning an arrival to the UEL Halls of Residence outside of the set tenancy start dates, you should contact the Residential Life Team via email for advice and guidance.

Cancellation Costs

How to Cancel

You are only required to officially cancel your contract if you have accepted your room offer on the UEL Accommodation Portal. If you have not accepted your room offer, you can simply reject the offer online on the UEL Accommodation Portal.

Students that have accepted their room offer and wish to cancel their Accommodation before the tenancy start date, must cancel their Accommodation in writing to the Residential Life Team. To do this, please email residentiallife@uel.ac.uk. You must ensure you clearly identify yourself by including your UEL student number and state the reason you are cancelling.

If the tenancy has already started, you are required to submit an Early Release Request. An Early Release Request is an online form where your submission is considered by management. The outcome of your release request will be communicated to you via email. Information regarding the Early Release Request process and the form can be found on the [UEL Accommodation Intranet page](#).

Please note, if you cancel your tenancy after the tenancy start date, you may be processed as a No Show (see below) until your release request has been concluded.

Cancellation Costs

Cancellation costs only apply to students that have accepted their room offer. If a student has accepted their room offer, then the following charges apply.

More than 7 days before tenancy start date	No Charge
Less than 7 days before tenancy start date	£50 change of contract fee
After the tenancy start date	£50 change of contract fee and held liable until the Residential Life Team can re-let the room or 4-week charge as per the Accommodation Agreement.

If a student cancels their Accommodation due to a Visa Rejections/VISA Cancellations the following charges apply. Please note that evidence of your VISA Rejection or cancellation needs to be emailed to the Residential Life Team.

Before tenancy start date	No Charge
After tenancy start date	£50 change of contract fee

If you must cancel your room booking at any point due to travel restrictions, VISA cancellations or medical reasons, these will be assessed on a case-by-case basis in line with our Early Release Request process. Please contact ResidentialLife@uel.ac.uk as soon as possible if any of these circumstances relate to you.

No Shows

If a student fails to cancel their accommodation and does not confirm their arrival plans after 14 days of the tenancy start date. The student will be classed as a “No Show.”

Arrival plans can and should be communicated by either:

- A) Selecting an arrival slot on the UEL Accommodation portal
- B) Via email to the Residential Life Team if the arrivals slots have expired and are closed or you are unable to access the arrival slots

If a student is considered as a No Show, the following costs apply:

- 1. Held liable until the Residential Life Team can re-let the room
- OR**
- 2. Released from contract as per the Early Release Request Process

As per the “Cancellation Costs” section, students that are classed as a No Show are required to submit an Early Release Request, failure to do so will result in the student being held liable for the tenancy. Students will be notified via email, to the email address registered on the UEL Accommodation Portal, that they have been processed as a No Show. If a student wishes to continue with their application for accommodation, they will need to confirm in writing to the Residential Life Team and start the application process again.

Please note that the Residential Life Team will prioritise re-letting the rooms for students that are classed as a No Show. However, there is no guarantee that we will find a replacement tenant. If a replacement tenant cannot be found by the end of the term, the Residential Life Team will consider releasing students from their contract.

Application Definitions

Please ensure you read the following definitions before selecting these options on your UEL Accommodation Application on the portal.

Estranged Student - An Estranged Student is considered irreconcilably estranged from their parents and will not have verbal or written contact with either of their biological and/or adoptive parents for a significant time and this will not change. A significant time is usually considered twelve months or longer prior to the start of their course, but this can also

depend on their circumstances. Therefore, if you have become estranged more recently, please contact us directly.

Refugee - A Refugee must have applied for asylum in the UK and had this officially granted by the Home office to be given Refugee status.

Care Leaver – A Care Leaver student is a young person who has spent time in public care (e.g. in a residential children's home or foster care) or is currently being supported by a Local Authority when they enrol at UEL. A **Local Authority** (often called a local council) is an elected body that provides a range of services for a particular area in the United Kingdom (e.g. Newham Council if from this local area).

Concerns or issues regarding allocations should be sent to residentiallife@uel.ac.uk for the attention of the Head of Residential Life and Conduct.

The UEL Residential Life Team will review the Allocations Policy on an annual basis.

Next review; March 2025.