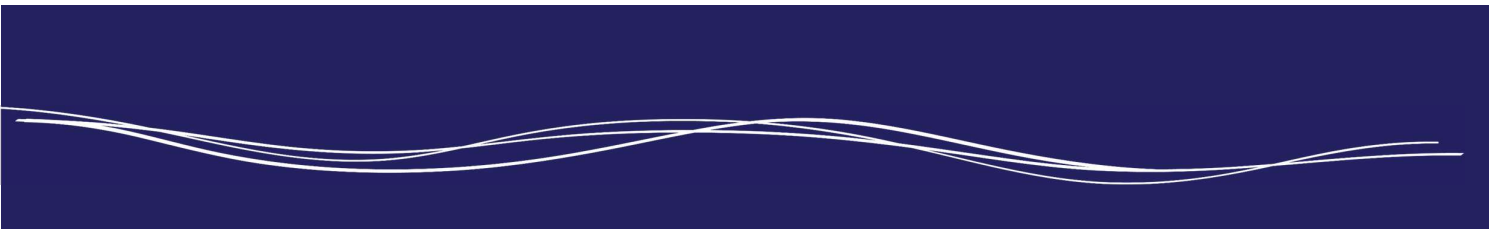


RESIDENTIAL SERVICES

ACCOMMODATION ALLOCATION POLICY

Applicable to University
Allocated Residences

2024/2025



Contents

RESIDENTIAL SERVICES	1
ACCOMMODATION ALLOCATION POLICY	1
APPLICABLE TO UNIVERSITY ALLOCATED RESIDENCES	1
1. INTRODUCTION	3
<i>Purpose of this Document</i>	3
<i>Policy Review</i>	3
<i>Applicability</i>	3
<i>Accommodation Types</i>	3
<i>Application Process</i>	3
2. ROOM ALLOCATION PROCESS	4
3. AVAILABLE UNIVERSITY ACCOMMODATION	4
<i>Application Types</i>	4
<i>Allocation Priorities</i>	4
4. ACCOMMODATION GUARANTEE - SEPTEMBER INTAKE	5
<i>What Happens If I Apply After 30 June?</i>	5
<i>Maximum Time Allowed in Accommodation</i>	5
<i>Eligibility for Students for 2024</i>	6
<i>Designated Areas Within Residences</i>	6
<i>Types of Accommodation</i>	6
5. DISABILITY ADJUSTMENTS/STUDENTS WITH SUPPORT NEEDS	7
<i>Fee Adjustment</i>	7
<i>Students Under 18 Years of Age</i>	7
<i>Welsh Speakers</i>	7
<i>High-Performance Athletes</i>	7
<i>Family Accommodation</i>	7
<i>Exchange/Visiting Students</i>	8
JANUARY INTAKE	8
6. ELIGIBILITY	8
7. OTHER CATEGORIES (MAY APPLY BUT ARE NOT GUARANTEED)	8
<i>Exchange and visiting students see:</i>	8
<i>Students arriving during the academic year.</i>	9
<i>English Language Training Students (ELTS)</i>	9
<i>Students applying for pre-sessional courses.</i>	9
<i>Students who have withdrawn or suspended or not started the course.</i>	9
<i>Academic visitors/work placements/visiting students (non-enrolled)</i>	9
<i>Students wishing to stay for the summer period.</i>	10
8. ACCOMMODATION BOOKED VIA THE CONFERENCE OFFICE	10
<i>Students re-sitting exams.</i>	10
<i>Students attending the Graduation ceremony.</i>	10
<i>Parents & friends</i>	10
9. STUDENTS REQUIRING TEMPORARY ACCOMMODATION	10
10. GROUNDS ON WHICH AN ACCOMMODATION APPLICATION CAN BE REFUSED	10
<i>This document is supported by the following policies.</i>	10

1. Introduction

Residential Services (RS) is committed to maintaining a fair, transparent, and equitable application and allocation process for accommodation. We are dedicated to fostering an inclusive and diverse environment that upholds the principles of equality, diversity, and fairness in all aspects of our work.

Purpose of this Document

This document outlines the Allocation Policy for Residential Services-managed accommodation, providing clear guidelines to ensure that all students have the opportunity to live and thrive in a secure and welcoming environment, free from discrimination. It affirms every student's right to live and study in an atmosphere of respect and safety.

Policy Review

The Allocation Policy is reviewed annually to ensure it aligns with Swansea University's strategic goals and objectives, as well as to respond to the evolving needs of the student population. This review is conducted in consultation with relevant stakeholders.

Applicability

This policy applies to all staff responsible for allocating students to university-owned and managed accommodation, including:

- Bay Campus, including Rod Jones halls.
- Beck House
- Singleton Park Campus
- True Student Living
- Seren Student Accommodation
- Any accommodation providers entering into agreements with Swansea University

Accommodation Types

Swansea University manages a variety of accommodation options, both on and off-campus, through agreements with external accommodation providers. Detailed information about the types of accommodation and specific allocation procedures can be found as applicable.

Accommodation types range from traditional halls (with standard and ensuite rooms) to shared flats. For further details, please visit our website: www.swansea.ac.uk/accommodation.

Application Process

Accommodation applications are submitted online, with eligibility criteria outlined in this policy prior to the application process.

Residential Services welcomes applications and inquiries from students regardless of age, ethnic or national origin, race, religion, sex, sexual orientation, marital status, family responsibilities, physical or sensory disabilities, or political or religious beliefs and activities—unless such activities are unlawful or contrary to university policies.

Sarah Morgan
Head of Residential Services

2. Room Allocation Process

At Residential Services, our aim is to fulfil students' room preferences as indicated on the application form. However, if the preferred room type is unavailable, we are dedicated to offering alternative accommodation options. Please take note of the following procedures:

1. Allocation Process:

- We endeavor to allocate students a room type based on their preferences stated in the application form and within the designated categories allocate on date order.

2. Alternative Offers:

- If the preferred room type is unavailable, Residential Services (RS) will propose an alternative available room. While students are not obligated to accept this offer, it's important to recognize that subsequent offers may not be forthcoming.

3. Acceptance Period:

- Students will receive an accommodation offer via email, detailing the alternative room. They will have a period of 3 days from the date of the offer email to accept the accommodation offer.
- Subsequent offers may not be guaranteed if the initial offer is declined. We urge students to carefully consider the alternative offered and make a decision within the specified timeframe.

This process is crafted to ensure a seamless and effective accommodation allocation, and we appreciate your understanding and cooperation. If you have any questions or concerns regarding your accommodation offer, please feel free to reach out to Residential Services.

3. Available University Accommodation

For the most current information about our residences, please visit our website where you'll find details of facilities, rents, designated areas, and tenancy lengths: www.swansea.ac.uk/accommodation/accommodation-options

University managed accommodation

- Bay Campus, including Rod Jones halls: 2440 Rooms.
- Beck House: 131 Rooms
- Singleton Park Campus: 1175 Rooms
- True Student Living: 411 Rooms
- Seren Student Accommodation: 154 Rooms
- Accommodation providers entering into agreements with Swansea University

Application Types

- 1st Year: Undergraduates & Foundation 1st Years
- Returner/Continuing (Not Living with 1st Years)
- Family/Couples Accommodation
- Health Science Courses: Nurses/Healthcare/Paramedics/Midwives, etc.
- 21 Years + Mature Undergraduates
- Postgraduates & PhD (Master Courses) All Years
- Exchange/IELTS/Visiting: Part-Year Courses

Allocation Priorities

Within each category, RS offers accommodation using the following criteria:

- Disability/Medical Priority/Specific Requirements*

- Students under 18 years of age
- Date order of application
- Date accepted onto course

*Medical/supporting evidence must be provided to RS upon application, and details need to be noted on the accommodation application form. It may not be possible to reallocate rooms or cater to specific needs close to the start of the new academic year.

4. Accommodation Guarantee - September Intake

We strive to allocate students their preferred room type based on their application form preferences. However, if this isn't feasible, RS will offer an alternative available room. While students aren't obliged to accept this offer, it's important to note that subsequent offers won't be made. Students will have 3 days to accept their accommodation offer, as detailed in the offer email.

Students who haven't accepted their offer within the specified timeframe or who decline the offer will forfeit the guarantee, and the accommodation offer will be rescinded. If accommodation is subsequently required, please email accommodation@swansea.ac.uk; however, subsequent offers are not guaranteed.

New students are guaranteed accommodation for the upcoming academic year if they:

- They have selected Swansea as their first or insurance (second) choice university.
- Have applied for accommodation by 30 June (applications received after 30 June are allocated by date alongside insurance and clearing students).
- Have confirmed acceptance to study by 20 August.
- This guarantee applies to single accommodation only.

To be guaranteed a place in halls of residence, you must:

- Be studying full-time.
- Meet the terms of your offer from Swansea.
- Apply for accommodation by 30 June.

The guarantee of halls of residence accommodation doesn't apply to clearing and late applications; however, we endeavor to extend this to them if room availability allows.

Please note that the guarantee is for a room in halls of residences; we cannot guarantee specific rooms, blocks, or residence sites, as some residences are very popular and heavily subscribed.

What Happens If I Apply After 30 June?

All students applying after this date will be allocated in line with our allocation policy. If we are unable to accommodate late applicants in our halls of residence, we will offer virtual or in-person support to assist those seeking accommodation.

Maximum Time Allowed in Accommodation

The total number of returning/continuing students permitted into accommodation for additional years is determined annually by the university. The following order of priority will be observed:

- Students with disabilities or specific needs
- First-year students
- Final-year students and postgraduates
- Other years

RS may opt to restrict applications for future years based on projected student intake, using the following criteria:

- The maximum residency period allowed is 3 years.
- Vacancies available solely in specified residences/sites

Eligibility for Students for 2024

- | | |
|--|---------------------------------------|
| ➤ Single UG Accommodation: | No maximum residency limit |
| ➤ Single PG Accommodation: | No maximum residency limit. |
| ➤ Family Accommodation: | Based on availability, up to 3 years. |
| ➤ Students with additional requirements: | No maximum residency limit |

Eligibility for these properties is open to all students (both UG and PG) who must be enrolled in a full-time course of study/research for the upcoming academic year.

Designated Areas Within Residences

In response to student demand, Residential Services (RS) has allocated specific areas in residences to accommodate various preferences:

Types of Accommodation

- Alcohol-free flats:
 - Reserved for students desiring an alcohol-free environment. Alcohol storage or consumption is not permitted within these flats.
- Couples/family flats:
 - Increased accommodation options at True Student Living include studio apartments for two students and up to three-bed units accommodating five people, available in Beck House.
- High-Performance Athletes:
 - For students following similar training programs who wish to live together.
- Mature Undergraduate flats:
 - Reserved for students aged 21 and older.
- Medical/Health Science Flats:
 - Designed for students enrolled in longer courses extending beyond the typical 40-week tenancy length.
- Postgraduate flats:
 - Available for 51-week contracts.
- Quieter flats:
 - Noise restrictions are enforced between 11 pm and 8 am.
- Show Flats/Open Day Rooms:
 - Rooms made available for viewing during Open Days to showcase accommodation options to prospective students and parents. For further information, refer to the Show Flat guidance.
- Single-sex flats:
 - Students can request to reside in designated all-male or all-female flats.
- Welsh speakers:
 - For students wishing to live with other Welsh-speaking peers. While every effort is made to accommodate this preference, it may not always be feasible depending on circumstances.

Note: Every effort is made to accommodate all preferences, but this may not always be possible.

5. Disability Adjustments/Students with Support Needs

The Disability Office (DO) will liaise with RS to inform of any adjustments needed to accommodate students with disabilities or those requiring additional equipment or support, provided they have completed and returned the DO questionnaire.

Any physical property adjustments or additional equipment required must be supported by an Occupational Therapist Assessment or designated medical professional.

RS, the DO, and the student will then collaborate to ensure specific adaptations or equipment are implemented, with a minimum notice of 6 weeks given to RS. For further details, visit:

www.swansea.ac.uk/disability

While we endeavor to accommodate disability and health-related requirements, please note that options may be limited towards the end of our room allocation process.

Fee Adjustment

Applicants with significant medical conditions (e.g., wheelchair users, severe visual impairments, or blindness, severe auditory impairments, or deafness) requiring larger rooms or specific room types (e.g., ensuite facilities) due to medical needs will have their accommodation fees reduced to the price of a medium room in that residence. This does not apply to Family/Couple accommodation, such as 1, 2, 3 bed flats. Accommodation fees cannot be reduced for students with a medical condition that does not necessitate a specific accommodation adjustment. Decisions for conditions not specified above will be made on a case-by-case basis by the Allocation System and Admin Manager.

Students Under 18 Years of Age

Students under 18 who will not reach this age within a couple of weeks of the academic year's start will be prioritised for accommodation over other students, provided suitable accommodation is available. Under 18's are placed in Alcohol-free and usually single sex accommodation.

Welsh Speakers

Specific areas are designated for students seeking Welsh-speaking flat mates. For further details, visit: www.swansea.ac.uk/accommodation/accommodation-options/accommodation-designated-areas/welsh-speakers/

Note: If there's insufficient demand to fill a flat or if a student withdraws/suspends midway through the year, vacant rooms may be filled with Welsh learners or non-Welsh speaking students.

High-Performance Athletes

Students are guaranteed accommodation on Singleton Park Campus only if confirmed by the Head of the Department of Sport and Physical Recreation that they are part of this group and if they apply for accommodation by the 30th of June deadline.

Family Accommodation

Families and accompanied students arriving in Swansea with dependents (e.g., spouse, partner, or children) should submit an online application as early as possible due to high demand for family accommodation.

Please note that all relevant information regarding personal circumstances, including details of family/group members, must be provided using the link to the online accommodation application form.

Note: The University cannot offer accommodation to families with more than 3 school-age children and a baby, as the 3-bedroom flats in Beck House are designated for a maximum of 5 occupants.

Exchange/Visiting Students

A dedicated webpage outlines the criteria for international exchange students wishing to reside in university accommodation: www.swansea.ac.uk/accommodation/applying-for-accommodation/non-standard-course-length

Exchange students guaranteed accommodation are:

- Swansea Students on the study abroad scheme
- It's the responsibility of students to apply for accommodation online for these rooms. Any student occupying a room for the full year without notifying Residential Services of their departure for the second semester will only be released under the university's transfer/withdrawal procedure and will be required to pay until a replacement tenant is found.
- Fee-Paying Visiting Students from partner universities

January Intake

We have availability for January intake students. Accommodation will be offered from the time of arrival until September. You can then apply to extend your accommodation (a room may be required) to complete your academic year.

6. ELIGIBILITY

Students who have not fully enrolled with the University are **not** eligible to live in University Residence.

Categories of students are NOT eligible for accommodation are:-

- Not started on the course accepted
- Not Enrolled with the university before the deadline set
- Withdrawn from studies and no longer a student.
- Suspended from studies (unless continuing during the same academic year)
- Part Time students may apply for accommodation, this will depend on availability after full time students have been allocated. September and January Intake.

Students found to be in this category should: -

- Contact accommodation@swansea.ac.uk to clarify their student status.
- Be advised that as non-enrolled students, they are not eligible for university accommodation.
- Invited to complete their university enrolment – in which case they will then be entitled to apply for accommodation or remain in the residences/house.

7. OTHER CATEGORIES (MAY APPLY BUT ARE NOT GUARANTEED)

This section deals with students and other parties connected to Swansea University who can apply for accommodation subject to availability.

Exchange and visiting students see:

www.swansea.ac.uk/accommodation/accommodation-options/accommodation-designated-areas/non-standard-course-length/

Students arriving during the academic year.

Students whose course starts at other periods during the academic year should make an online application in the usual manner. Applications will be considered using the criteria mentioned above. As at other periods, students studying for the remainder of the academic year will have priority over students who wish to stay for shorter periods.

English Language Training Students (ELTS)

Students applying during the academic year (September to June)

During the academic year, ELTS students are eligible to apply for university accommodation but will only be housed once all students in the guaranteed categories above are allocated.

Students applying at this time are not likely to have a choice of accommodation.

Students arriving for courses with start dates during the academic year in January and April should make an online application and will be offered a room if a suitable vacancy exists, but this is not guaranteed. Students who arrive without having contacted RS in advance or who have not made an application should book into a [local hotel or guesthouse](#), as no temporary accommodation will be available.

Students applying for pre-sessional courses.

during the summer vacation, ELTS students studying for 10 weeks or less will be housed where accommodation is available.

Payment for summer language bookings must be made on acceptance of the offer of a room.

These fee-paying students will have priority over other visitors and academics.

ELTS also receives bookings for short and tailor-made courses for groups who will not progress to study at Swansea University – efforts will be made to house these groups if possible.

Students who have withdrawn or suspended or not started the course.

Students who withdraw or suspend studies must complete a [Release from Accommodation Request Form](#) to serve notice a 6-week notice to the Landlord, once confirmation of status change has been received from Academic Registry you will receive an office Release notice from Residential Services.

RS receives a notification of withdrawals and suspensions every week from Information Services and Systems and will contact students who have not submitted a form to ensure that this is completed.

*Replacement Tenants for your room will only be offered a room if there is no other accommodation available. The university reserves the right to allocate students to the accommodation in line with the Allocation Policy.

Academic visitors/work placements/visiting students (non-enrolled)

Students on courses in organisations affiliated with Swansea University are welcome to apply for accommodation and will be allocated once the above categories have been processed.

It may be possible to offer accommodation for the above during the summer vacation, subject to availability. For more information, please email accommodation@swansea.ac.uk

The visit must be academic-related - former students who are not currently undertaking any research or placement cannot book University accommodation in this way. They will be referred to Events to book via this route. This also applies to groups visiting the University for Continual Professional Development.

The above-category bookings will need to be fully paid in advance. The minimum tenancy period is 3 weeks.

Students wishing to stay for the summer period.

Current Swansea University students who wish to remain in residence over the summer will be able to apply online in May using the online applications system. Although every effort will be made to assist them, RS cannot guarantee that suitable accommodation will be available at the time requested. The minimum tenancy period is 3 weeks.

8. ACCOMMODATION BOOKED VIA THE CONFERENCE OFFICE

Students re-sitting exams.

Students attending during August for re-sit examinations will be able to apply for rooms via Events. Information will be sent out via the Academic Services Examination Office on how to book.

Students attending the Graduation ceremony.

Rooms will be available on campus for students attending the graduation ceremony through Events. Rooms for family members may be available through the Events booking system.

Parents & friends

Rooms for family members and friends may be available through the Conference Office booking system for the summer vacation period.

9. STUDENTS REQUIRING TEMPORARY ACCOMMODATION

Swansea University does not have any designated temporary accommodation for students either at the beginning of or during an academic year. Students who have not made an accommodation application or notified RS of their arrival in Swansea should book into a [local hotel or guesthouse](#) for the first few nights of their stay.

The University cannot subsidise or reserve this accommodation on behalf of the student.

10. GROUNDS ON WHICH AN ACCOMMODATION APPLICATION CAN BE REFUSED

Students may be refused accommodation for additional years, outside of the restrictions mentioned above if:-

- They have outstanding rent due on a previous period of residence or have reached the “Reminder letter 3” stage in the Debt Management Procedure.
- They have been the subject of disciplinary action due to serious breaches of Residence Regulations.
- Have a criminal record.

If following the offer of accommodation, a student is found to have a criminal record that makes it inappropriate that they live in a communal environment, the offer will become null and void. All such matters must be disclosed at the time of application. The Allocation System and Administration Manager will make the initial assessment; any appeal received is being processed by the Head of Residential Services.

This document is supported by the following policies.

1. <https://www.swansea.ac.uk/media/Strategic-Equality-Plan-2020-2024.pdf>
2. <https://www.swansea.ac.uk/jobs-at-swansea/equality-and-diversity/what-we-do/eo-documents/dignity-at-work-and-study-policy/>
3. <https://www.swansea.ac.uk/media/Dignity-at-Work-and-Study-Procedure.pdf>
4. <https://www.swansea.ac.uk/jobs-at-swansea/equality-and-diversity/lgbt-equality/>
5. <https://www.swansea.ac.uk/jobs-at-swansea/equality-and-diversity/what-we-do/eo-documents/>