

Student Allocation Policy

Introduction

The objective of this document is to advise you on how our student accommodation is allocated. If a nomination agreement is in place then the allocation policy of the nominating university will take precedence over this policy.

Homes for Students operates an allocation policy that does not discriminate on grounds of race, religion, colour, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation or social status.

Who can apply?

You can apply for Homes for Students' student accommodation if you are in full time further or higher education.

When can I apply?

At the end of each calendar year and before the following academic year we publish our rents on the Homes for Students website (usually November/December). You can then apply for accommodation.

How can I apply?

You can apply online at www.wearehomesforstudents.com by completing our simple online booking process. Alternatively, you can call us on +44 (0)333 344 2829, or by visiting any of our properties.

Do I need a guarantor?

Yes, you will need a guarantor unless you are paying for the entire year upfront in a single payment. The guarantor will guarantee the financial obligations of the tenancy agreement.

This means that if you do not pay your rent we will ask them to pay on your behalf. Your guarantor must be over 21 and should be a homeowner or in full-time employment and must be resident in the UK. Your guarantor should be fully aware of their responsibilities if you do not pay your rent. We may carry out credit checks and contact some guarantors for bank references to ensure they are able to pay if you are unable to.

Is a deposit payable?

A deposit of usually £250 or less is payable before moving in as security against the terms of the tenancy. All students with an Assured Shorthold Tenancy or Common Law Tenancy will have their deposit protected under the Deposit Protection Service (www.depositprotection.com) which means that your landlord cannot unfairly hold back your deposit when you leave.

How will you assess my application?

We will consider your application as long as it meets the following criteria:

- You are 18 years or older when starting your academic course, or a Parent/Guardian applies on your behalf if under 18 (under 18s may not be able to be accommodated at certain properties)
- You are currently, or will be attending/enrolled at University/College;
- You are not currently in breach of an existing tenancy agreement for any reason;
- There is a suitable room available that meets your requirements.

We will reject your application if any of the following apply:

- You are currently in breach of an existing tenancy agreement for any reason;
- There is no suitable room available that meets your requirements, including alternative rooms that may be available;

- You do not meet the criteria listed above

Disability and Special Requirements

We will make every effort to meet the needs of students with disabilities or special needs. If you have a medical condition or special need that affects your accommodation requirement, please let us know in the additional notes section when you complete your application online.

Applicants are encouraged to disclose all special requirements (medical, religious etc) to enable an informed allocation. Where appropriate an applicant may be prioritised through the allocation categories as a result of a special requirement disclosure.

When will an offer of accommodation be made?

When you complete your application we ask you to state your preferred choices. We will then make you an offer of accommodation if a suitable property is available. We aim to do this within 1 working day of receiving your completed application.

If you are booking a room online, your room offer happens immediately after you have paid your deposit. We will endeavour to meet all of your requirements, and if your first preference is not available we will allocate in order of your preferences and let you know this when we offer you your accommodation.

If none of your preferences are available, we may offer you an alternative room that most closely matches your requirements. If we cannot offer you suitable accommodation we will contact you and ask if you wish to be placed on a waiting list.

What happens when I am on a waiting list?

You will stay on the waiting list(s) of your choice and if a room becomes available, we will contact you detailing the offer of accommodation.

How long is an offer valid?

The offer of accommodation must be accepted by you within 5 days from October to June, 3 days in July and 1 day in August and September, or it will be withdrawn.

How do I accept the offer?

- Log in to your online account via www.wearehomesforstudents.com and complete the steps to accept your tenancy agreement online.
- Provide the details of a suitable guarantor who meets the criteria stated above. The guarantor must sign their guarantee agreement and provide both proof of identity and proof of address (passport, recent bill etc.
- Pay the required deposit by credit or debit card in your online account.

Paying Rent

You can pay your rent via your online account. The full rent or first instalment is due before you move into your room and further payments will be required as per your tenancy agreement.

Appeals

If you wish to appeal against a decision made about your application for accommodation, you should contact the Property Manager at the relevant property in writing, stating your reasons for the appeal.

Complaints

If you are not satisfied that Homes for Students using has complied with this policy and wish to complain, our complaints policy gives information on what you should do, together with details of how we will handle your complaint.