UCL Student Accommodation
Frequently Asked Questions
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Section A: The Accommodation Application Process

01: How can I apply for University accommodation?

A1: If you are holding an offer of a place to study at UCL and would like to make an application for University accommodation, please go to: https://residences.ucl.ac.uk/StarRezPortal/Default.aspx?Params=L9ezxPcQnQsDuaBX%2bLFbaS7g8dgK9eOT. You will need your UCL userid and password to log in. If you do not yet know your UCL userid and password, you can use the Online User Registration website to register a personal email address which can then be used to access UCL Student Accommodation Online Services, to make your online application. To register, you will need a personal email address and your UCL Student Number, which is quoted on all communications UCL sends you. To reset or obtain a new password, please contact the ISD Service Desk by emailing servicedesk@ucl.ac.uk or telephoning +44 (0)20 7679 5000.

02: When is the deadline to apply for University accommodation?

A2: The deadline to apply for University accommodation is 31 May of your year of entry for prospective Undergraduate students and prospective Junior Year Abroad (JYA), Erasmus and Exchange students. You must complete and submit your accommodation application online by this date.

The deadline to apply for University accommodation is **30 June of your year of entry** for prospective Graduate students. You must complete and submit your accommodation application online by this date.

03: Am I guaranteed UCL accommodation?

A3: You are guaranteed accommodation for September if you meet our eligibility criteria in full.

**Undergraduates:** You must be a first year applicant entering UCL for the first time. You will need to apply for accommodation via UCL **no later than the 31 May of the year you intend to study at UCL**; you must have:

- received and firmly accepted an offer on a degree programme at UCL, conditional or unconditional, by the 31 May of the year of entry;
- you must not have lived in or studied in the London area (i.e. within the M25) as a student at a Higher Education Institution.

**Postgraduates:** You must be an international (non UK, non EU) first year graduate student on a full time Master’s degree, Postgraduate Diploma programmes or undertaking research for the MPhil/PhD. You will need to apply for accommodation via UCL **no later than the 30 June of the year you intend to study at UCL**; you must have:
received and firmly accepted an offer on a degree programme at UCL, conditional or unconditional, by the 30 June of the year of entry; you must not have lived in or studied in the London area (i.e. within the M25).

**04: Can I still apply for University accommodation if I have missed the accommodation application deadline?**

*A4:* You can still apply for accommodation, however, given the expected demand for accommodation it is unlikely that late applicants will receive an offer of a place. We strongly recommend that you secure alternative accommodation; you are advised to contact the University of London Housing Services for private sector assistance and consult the list of private accommodation providers (page 22-24).

**05: I received an offer to study at UCL after the University accommodation application deadline; am I still guaranteed a place?**

*A5:* Unfortunately, accommodation is not guaranteed, even if you received an offer to study at UCL after the accommodation deadline. You can still apply for accommodation, however, given the expected demand for accommodation it is unlikely that late applicants will receive an offer of a place. We strongly recommend that you secure alternative accommodation; you are advised to contact the University of London Housing Services for private sector assistance and consult the list of private accommodation providers (page 22-24).

**06: Can I state a preference for a particular UCL Hall or Student House by name?**

*A6:* If you are applying for Academic Year (39 weeks) you can state a preference for the type of accommodation preferred, i.e. catered or self-catered accommodation. You are not able to choose a particular UCL Hall or Student House by name. You do however have the option of selecting Intercollegiate Halls by name as your room preferences. Intercollegiate Halls are not open to applicants who have chosen Academic Year (50.57 weeks), 1st Term Only or 2nd & 3rd Terms Only.

If you are applying for the Academic Year (50.57 weeks) you can state a preference for a UCL Hall or Student House by name.

**07: What is the difference between Halls and Houses?**

**Q8: How is University accommodation allocated?**

**A8:** University accommodation is allocated randomly, to a particular UCL Hall or Student House. The allocation process takes into account the type of accommodation preferred, as selected during the application process (i.e. catered or self-catered), room preferences, the amount budgeted for per week and the one most important factor (e.g. low cost or proximity) when possible. We cannot guarantee that we can always meet your preferences.

**Q9: Are applications first come, first serve?**

**A9:** No, applications are not first come, first serve. No offers will be sent out before the 30th June.

**Q10: Will I receive acknowledgement of my University accommodation application?**

**A10:** Yes, once you submit your online application, you will receive acknowledgement by email. If you do not receive an acknowledgement email, it may be because you have not fully completed and submitted your application or that your email address is incorrect. If you suspect your email address is incorrect please contact the Residences Office: [residences@ucl.ac.uk](mailto:residences@ucl.ac.uk) as soon as possible.

**Q11: When and how will I receive a response to my University accommodation application?**

**A11:** When you receive a response will depend on your offer status:

<table>
<thead>
<tr>
<th>Undergraduate</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>Response</td>
</tr>
<tr>
<td>Unconditional Firm</td>
<td>From July</td>
</tr>
<tr>
<td>Conditional Firm</td>
<td>From August (post-results)</td>
</tr>
<tr>
<td>Junior Year Abroad, Erasmus and Exchange</td>
<td>From July/August</td>
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<table>
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<tr>
<th>Graduate</th>
<th>Response</th>
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</tr>
<tr>
<td>Conditional Firm</td>
<td>From July/August</td>
</tr>
</tbody>
</table>

You will receive a response to your University accommodation application by email. If you have SPAM or junk mail filters turned on, you should also check these folders.

**Q12: Am I eligible to apply for University accommodation if I am studying part-time?**

**A12:** If you are studying part-time, you can apply for University accommodation; however, priority will be given to full-time students. Given the expected demand for University accommodation from full-time students, it is unlikely that accommodation will be allocated to a part-time student prior to the start of the academic year. You are advised to secure alternative accommodation. For private sector housing assistance you are advised to
contact the University of London Housing Services (ULHS) for private sector housing assistance and consult the list of Other Hall Providers (page 22-24)

013: How long is University accommodation offered for?

A13: UCL Halls of Residence and Student Houses are offered for 39 weeks for undergraduate students for the 2017/18 academic session, from Saturday, 23 September 2017 to Saturday, 23 June 2018. UCL Halls of Residence and Student Houses are offered for 50 weeks and 4 days (50.57 weeks) for graduate students for the 2017/18 academic session, from Saturday, 23 September 2017 to Wednesday 12 September 2018. The exceptions to this are: Junior Year Abroad, Erasmus and Exchange students studying for 2017/18 (Fall Term only), who are offered accommodation from Saturday, 23 September 2017 to Tuesday, 2 January 2018 and Junior Year Abroad, Erasmus and Exchange students studying for 2017/18 (Spring and Summer Terms only), who are offered accommodation from Tuesday, 2 January 2018 to Saturday, 23 June 2018.

014: My programme runs for a calendar year (12 months) rather than an academic year (9 months). Can I continue to stay in University accommodation during the summer period?

A14: Graduate students are offered accommodation for 50 weeks and 4 days (50.57 weeks). There may be a requirement to move rooms during the summer period. Accommodation cannot be provided beyond mid-September, even if your programme extends beyond this date.

015: My programme ends in March; can University accommodation be provided for 6 months, from September to March?

A15: If your programme ends in March you will need to look for alternative accommodation as UCL Student Accommodation will not be able to provide you with accommodation for this period. For assistance with private sector housing, you should contact the University of London Housing Services.

016: Can I stay in my room during the Christmas and Easter holidays?

A16: Yes, you can stay in your room during the Christmas and Easter holidays. UCL accommodation offered for the Academic Year includes the Christmas and Easter holidays. You will be invoiced and are liable for accommodation fees for the Christmas and Easter holidays, even if you do not stay in your room during the holidays.
017: I have decided to defer my entry to UCL. Should I still make an application for University accommodation?

A17: No, you do not need to apply for University accommodation for the year deferring. You must ensure that you apply for accommodation by the deadline of the year you plan to enroll at UCL (31 May for Undergraduate applicants, 30 June for postgraduates).

018: Since completing my application for University accommodation, I have been diagnosed with a medical condition which changes my accommodation requirements. Who should I inform?

A18: Contact the UCL Student Residences Office by email, outlining your condition and how the condition affects your accommodation requirements. Support the letter with recent medical documentation. Your accommodation application will be updated and preferences changed (if required).

The information you provide will be treated confidentially and is processed by UCL with your consent. It will be shared on a ‘need-to-know’ basis with the appropriate services within Student Support and Wellbeing (http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing) in order for them to offer appropriate support during your time at UCL. These services are Student Support and Wellbeing, which includes Student Disability Services and Student Psychological Services. You do not have to take up this support but UCL has a duty of care to its students, especially those living in its accommodation.

More information about the use of information relating to a declared disability is available at http://www.ucl.ac.uk/disability/policy-confidentiality/disclosure

You should also discuss your requirements with the UCL Student Disability Services to obtain further advice. Where appropriate a preliminary visit to view the accommodation can be arranged. UCL Student Disability Services can be contacted by telephone on +44 (0)20 7679 0100 or via email: disability@ucl.ac.uk.

The following residences have accommodation that might be suitable for students with restricted mobility: Langton Close, Frances Gardner, John Dodgson and Schafer Houses. Some of these residences can be a fair distance from other parts of UCL which may need to be taken into consideration.

Students who indicate on their application that they have a disability, illness or medical condition will have a Risk Assessment carried out by the Residence Management within one week of arrival.

019: How is it decided who to room together?

A19: Once you have been allocated a place in a UCL Hall or Student House, the Residence Management team will decide which room to assign you to. The method of room
assignments will differ from site to site varying from course background to or student type (Undergraduate/Graduate).

Q20: When will I find out my room number?

A20: You will find out your room number on arrival, when you check-in.

Q21: I am a graduate student; will I be placed with undergraduate students?

Q21: No, there are graduate only residences. Ann Stephenson/Neil Sharp House, Bernard Johnson House, Endsleigh Gardens, Gordon Square, Hawkridge House, Pranker House, New Hall, Stapleton House and a number of rooms at Ifor Evans Hall, for those applying for catered accommodation.

Q22: How many single rooms, twin rooms and flats are in each UCL Hall or Student House?

A22: Please visit The Accommodation Profiles section of our website at http://www.ucl.ac.uk/prospective-students/accommodation/residences for full details of how many single rooms, twin rooms and flats there are in each UCL Hall or Student House.

Q23: Are UCL Halls and Student Houses mixed gender or single gender?

A23: All UCL Halls and Student Houses, and Intercollegiate Halls are mixed gender. UCL Halls and Student Houses are not single gender. UCL cannot guarantee single sex floors to students.

Q24: What should I do if I received an email informing me that I will not be offered University accommodation prior to the start of the academic year?

A24: You should contact the University of London Housing Services (ULHS) for assistance with private sector housing. Contact details can be found on page 22. In addition to providing private sector housing assistance, the ULHS run a Property Management Unit (PMU), providing centrally managed self-catering flats and houses for full-time students. Additionally, a list of Other Hall Providers is also provided on pages 23-24. You should contact the provider you are interested in directly. A Waiting List for UCL Halls and Student Houses will open (date tbc) for prospective Undergraduate, Graduate and current students.
Section B: Accommodation Offer Acceptance, Deposit Payment and Invoicing of Residence Fees

025: I received an email offering me a room in a UCL Hall/Student House and I would like to accept the offer; what should I do next to reserve the room?

A25: You should carefully read through the UCL Student Accommodation offer email. The email will instruct you what to do next to reserve the room; you are also provided with a link to view the weekly fees for UCL Halls and Student Houses. You will be given 3 working days* to accept the accommodation offer and pay a deposit to reserve the room. To accept the accommodation offer, you must follow the link provided in the email and log-in to UCL Student Accommodation Online Services at http://www.ucl.ac.uk/student-accommodation/online-services. You are also required to pay a deposit to reserve the room. You must accept the accommodation offer and pay a deposit within 3 working days. By accepting the accommodation offer, you should have viewed the weekly fees for UCL Student Accommodation, thoroughly read through and accepted the Licence Agreement UCL Student Accommodation General Regulations and Guidance, and accepted that prompt payment of accommodation fees is a condition of residence.

*reduced to 1 working day during the academic year.

026: Will the University accommodation offer be withdrawn if I do not respond within 3 working days?

A26: Yes, the accommodation offer will be withdrawn if you do not respond within 3 working days. If you have missed the 3 working day deadline, you should contact the UCL Student Residences Office as soon as possible. If the accommodation offer has been withdrawn, you will be advised if the accommodation offer can be reinstated, or whether an alternative accommodation offer can be made. If you have not missed the deadline you will be advised to accept the accommodation offer online and arrange to pay a deposit without delay.

027: How much is the deposit for a UCL Hall or Student House?

A27: The deposit for a UCL Hall or Student House is:

- £500 - single room accommodation
- £500 per person for twin room accommodation
- £500 couple/family accommodation (or £500 per person if the couple/family comprises of two UCL students).

The Intercollegiate Halls charge a different deposit amount, see http://www.halls.london.ac.uk/student/Default.aspx for full details.
Q28: How can I pay the deposit for a UCL Hall or Student House?

A28: You can pay the deposit for UCL accommodation by the following methods:

Pay online at [http://www.ucl.ac.uk/payonline](http://www.ucl.ac.uk/payonline) - you will need your UCL Student Number.

We accept all major cards except Diner’s Club, American Express, Discovery and JCB. To pay by card by telephone, please contact the Cashier on + 44 (0) 20 7679 6333

Cheque – in sterling (made payable to University College London), drawn on a bank within the UK. You must write your name and Student Number on the back of the cheque.

Bank draft – in sterling; Bank Transfer – to the UCL Residences Account:

- Barclays Bank Plc, 6-17 Tottenham Court Road, London, W1T 1BE,
  - sort code 20-10-53.
- account number 70116009,
- IBAN number: GB97 BARC 20 10 53 70 11 60 09.
- SWIFT number:
  - BARC GB 22.

Please quote your name and UCL Student Number and send proof of transfer to the UCL Student Residences Office. Bank transfers are subject to variable bank charges by both the sending and receiving bank; these charges must be paid by the sender.

Q29: Will the deposit for UCL accommodation be refunded to me?

A29: Deposits will be used to offset your accommodation fees. They will not be returned back to you.

For UCL Halls and Student Houses, your deposit will be applied against your last invoice.

For Term 1 Only Exchange students, your deposit will be used against your invoice. For all other students, the deposit will be used against your third term invoice providing there are no fees outstanding.

Q30: I have accepted the UCL accommodation offer and paid the deposit but due to personal circumstances I no longer require the accommodation offered to me. Will I receive the deposit back?

A30: If you have accepted the accommodation offer and then decide prior to arrival that you no longer require the accommodation offered to you, the deposit will be returned to you, in full, providing the UCL Student Residences Office receives your withdrawal by email to [residences@ucl.ac.uk](mailto:residences@ucl.ac.uk) on or before Friday 8 September 2017. No deposit refund will be made if such communication is received after this date. If you have been offered and
accepted a place in a UCL Hall or House for the start of the academic year and have paid a deposit, but do not arrive within the first week and have not notified the Residence Management team or the UCL Student Residences Office that you will be arriving late, the accommodation offer will be withdrawn and the deposit will not be refunded.

031: When are fees due for UCL accommodation?

A31: Fees for UCL accommodation are payable each term on demand. You will be notified via your UCL email account when your invoices are available on your Portico account. The first invoice will be for the first term ending on Saturday 6 January 2018*.

The deadline for payment is normally the end of the second week of each term i.e. within the first two weeks of October, January and May. The exact deadline date will be indicated on your invoice.

Your fees will not be reduced to take account of any periods when you did not occupy the accommodation allocated to you. If you have been allocated accommodation for the full academic year, you will receive one invoice for each term (Terms 1, 2 and 3). If you have been allocated accommodation for Term 1 only, you will receive one invoice (Term 1).

If you have been allocated accommodation for Terms 2 & 3 only, you will receive two invoices (Term 2 and Term 3).

*The first term ends on Tuesday 2 January 2018 for Exchange students holding a Term 1 only contract.

032: How can I pay fees for UCL accommodation?

A32: Fees for UCL accommodation can be paid by the following methods:

Pay online at [http://www.ucl.ac.uk/payonline](http://www.ucl.ac.uk/payonline) - you will need your UCL Student Number. We accept all major cards except Diner’s Club, American Express, Discovery and JCB.

To pay by card by telephone please contact the Cashier on + 44 (0) 20 7679 6333;

Cheque – in sterling (made payable to University College London), drawn on a bank within the UK. You must write your name and Student Number on the back of the cheque;

Bank draft – in sterling; Bank Transfer – to the UCL Residences Account:

- Barclays Bank Plc, 6-17 Tottenham Court Road, London, W1T 1BE
- sort code 20-10-53
- account number 70116009
- IBAN number: GB97 BARC 20 10 53 70 11 60 09
- SWIFT number: BARC GB 22.
Please quote your name and UCL Student Number and send proof of transfer to the UCL Student Residences Office. Bank transfers are subject to variable bank charges by both the sending and receiving bank; these charges must be paid by the sender.

**033: My sponsor/home institution will be paying the fees for UCL accommodation on my behalf. Can my sponsor/home institution be invoiced directly?**

**A33:** No, it is not possible to invoice your sponsor/home institution directly; you will be invoiced directly on your Portico account. If your sponsor/home institution is paying the invoice on your behalf, you should forward the invoice to the person responsible for payment.

**034: What should I do if I am unable to pay the fees for UCL accommodation by the invoice deadline?**

**A34:** If you are unable to pay your fees for UCL accommodation by the invoice deadline, do not ignore the deadline.

*In advance of the deadline, go to the reception of your Hall or House and ask for a ‘Request for Extension of Deadline’ form.*

If there are mitigating circumstances, the Residence Management team may use discretion, to allow you to defer payment for 30 days (during term time only). You are expected to identify the reason for the delay in payment.

Mitigating circumstances include the following (this list is not intended to be exhaustive): student loan delays, sponsor payment delays, delays with the transfer of fund from abroad, delays in accessing/opening UK bank accounts.

**035: If I am unable to pay the invoice in full all at once, is it is possible to pay the fees for UCL accommodation in instalments?**

**A35:** Yes, it is possible to pay the fees for UCL accommodation in instalments.

In advance of the payment deadline, go to the reception of your residence and ask for an ‘Instalment Plan for Payment of Residence Fees’ form. The Residence Management team may allow you to pay in monthly instalments.

**The due date for the final instalment should always be at least 2 weeks prior to the end of term.**
Q36: What is the weekly fee for my room in a UCL Hall or Student House?

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Weekly Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ann Stephenson House/Neil Sharp House</strong></td>
<td></td>
</tr>
<tr>
<td>Single Room not En-suite</td>
<td>£137.62</td>
</tr>
<tr>
<td>1 Bedroom Flat</td>
<td>£240.73</td>
</tr>
<tr>
<td>Bungalow (2 Bedroom)</td>
<td>£372.96</td>
</tr>
<tr>
<td><strong>Arthur Tattersall House</strong></td>
<td></td>
</tr>
<tr>
<td>Small Single Room not En-suite</td>
<td>£160.86</td>
</tr>
<tr>
<td>Single Room not En-suite</td>
<td>£182.49</td>
</tr>
<tr>
<td>Twin Room not En-suite</td>
<td>£125.44</td>
</tr>
<tr>
<td>1 Bedroom Flat</td>
<td>£288.82</td>
</tr>
<tr>
<td><strong>Bernard Johnson House</strong></td>
<td></td>
</tr>
<tr>
<td>Standard En-suite Single Studio</td>
<td>£143.64</td>
</tr>
<tr>
<td>1 Bedroom Flat</td>
<td>£190.33</td>
</tr>
<tr>
<td>2 Bedroom Flat</td>
<td>£232.89</td>
</tr>
<tr>
<td><strong>Campbell House East</strong></td>
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</tr>
<tr>
<td>Small Single Room not En-suite</td>
<td>£160.86</td>
</tr>
<tr>
<td>Single Room not En-suite</td>
<td>£182.49</td>
</tr>
<tr>
<td>Twin Room not En-suite</td>
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</tr>
<tr>
<td><strong>Campbell House West</strong></td>
<td></td>
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<tr>
<td>Small Single Room not En-suite</td>
<td>£160.86</td>
</tr>
<tr>
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<td>£182.49</td>
</tr>
<tr>
<td>Twin Room not En-suite</td>
<td>£125.44</td>
</tr>
<tr>
<td><strong>Endsleigh Gardens</strong></td>
<td></td>
</tr>
<tr>
<td>Single Room not En-suite</td>
<td>£182.49</td>
</tr>
<tr>
<td>Standard En-suite Single Studio</td>
<td>£234.50</td>
</tr>
<tr>
<td>Large En-suite Single Studio</td>
<td>£269.08</td>
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<tr>
<td>1 Bedroom Flat</td>
<td>£282.31</td>
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<tr>
<td><strong>Frances Gardner House</strong></td>
<td></td>
</tr>
<tr>
<td>En-suite Single Room</td>
<td>£209.72</td>
</tr>
<tr>
<td>En-suite Double Room (couple)</td>
<td>£266.35</td>
</tr>
<tr>
<td><strong>Goldsmid House</strong></td>
<td></td>
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<tr>
<td>En-suite Single Room</td>
<td>£199.64</td>
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<tr>
<td><strong>Gordon Square</strong></td>
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</tr>
<tr>
<td>2 Bedroom Flat</td>
<td>£376.67</td>
</tr>
<tr>
<td><strong>Hawkridge House</strong></td>
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<tr>
<td>Single Room not En-suite</td>
<td>£135.59</td>
</tr>
<tr>
<td><strong>Ian Baker House</strong></td>
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</tr>
<tr>
<td>Single Room not En-suite</td>
<td>£182.49</td>
</tr>
<tr>
<td>En-suite Single Room</td>
<td>£235.55</td>
</tr>
<tr>
<td><strong>Ifor Evans Hall (Catered)</strong></td>
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<tr>
<td>Single Room not En-suite</td>
<td>£185.92</td>
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<tr>
<td>Standard En-suite Single Studio</td>
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<tr>
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<tr>
<td>En-suite Single Room</td>
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<td>Single Room not En-suite</td>
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<td>£102.97</td>
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<tr>
<td>1 Bedroom Flat</td>
<td>£240.59</td>
</tr>
</tbody>
</table>
Q37: If I decide to leave my UCL Hall or Student House after I check-in, will I still have to pay fees for UCL accommodation?

A37: Yes, you should refer to your Accommodation Licence Agreement or the UCL Student Accommodation General Regulations and Guidance 2017-2018, which reads as follows:

Ending the Agreement

(a) During the first term, if you would like to leave your UCL Hall or Student House after your arrival during the first term you must submit a Notice to Quit Request online via UCL Student Accommodation Online Services. You will remain liable for your accommodation fees until a replacement UCL student is found to take over your room.

A replacement is a UCL student who is not currently in a UCL Hall or Student House. If no replacement is found you remain liable for your accommodation fees until the end of the first invoicing period which is 6 January 2018*.

*2 January 2018 for Exchange students holding a Term 1 only Licence.

(b) At the end of the first term, if you would like to leave your UCL Hall or Student House at the end of the first term you are required to give at least 28 days’ notice prior to 7 January 2017 i.e. you must submit a Notice to Quit Request online via UCL Student Accommodation Online Services, no later than 8 December 2017. If you submit your Notice to Quit Request online after 8 December 2017 you will remain liable for accommodation fees until a replacement UCL student is found to take over your room.

A replacement is a UCL student who is not currently in a UCL Hall or Student House. If no replacement is found you remain liable for your accommodation fees until the end of the third term for invoicing purposes, which is 23 June 2018 for Academic Year (39 weeks) and 12 September 2018 for Academic Year (50.57 weeks).

(c) During the second and third terms, if you would like to leave your UCL Hall or Student House during the second or third term you must submit a Notice to Quit Request online via UCL Student Accommodation Online Services. You will remain liable for your accommodation fees until a replacement UCL student is found to take over your room.

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<table>
<thead>
<tr>
<th>Hall</th>
<th>Room Type</th>
<th>Price</th>
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<tbody>
<tr>
<td>New Hall</td>
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<td></td>
<td>Standard En-suite Single Studio</td>
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<td>Large En-suite Single Studio</td>
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<td>Prankerd House</td>
<td>En-suite Single Room</td>
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<td></td>
<td>En-suite Double Room (couple)</td>
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<td>1 Bedroom Flat</td>
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<td>Ramsay Hall (Catered)</td>
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<td>En-suite Studio</td>
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<td>Schafer House</td>
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<tr>
<td>Stapleton House</td>
<td>En-suite Single Room</td>
<td>£209.02</td>
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</table>
A replacement is a UCL student who is not currently in a UCL Hall or Student House. If no replacement is found you remain liable for your accommodation fees until the end of the third term for invoicing purposes, which is 23 June 2018, for Academic Year (39 weeks) and 12 September 2018 for Academic Year (50.57 weeks)

Please note: if you give notice at any time but do not move out or return keys/swipe cards/fobs to the site office of your UCL Hall or Student House your liability for accommodation fees will continue.

Q38: Can I request a different UCL Hall or Student House, if I am not satisfied with the University accommodation allocated to me?

A38: It is not possible to request a different UCL Hall or Student House if you are not satisfied with the one allocated to you; only one accommodation allocation is made per student. If you have no other accommodation arranged, you are advised to accept the accommodation offer. Many prospective residents, who are initially anxious about moving in to University accommodation, find that they soon settle in and make friends. If you move in and find it difficult to settle in, a Swap List will open (date tbc). If you find another student on the list who would like to do the opposite swap, then a change of hall or house can be arranged. If you choose to decline the accommodation offer, you are expected to make your own accommodation arrangements, as no alternative UCL or Intercollegiate accommodation offer will be made. You are advised to contact the University of London Housing Services (ULHS) for private sector housing assistance and consult the list of Other Hall Providers (page 22-24).

Q39: I have been offered a twin room but indicated a preference for a single room. Can my accommodation offer be changed from a twin room to a single room?

A39: No, it is not possible to change the accommodation offer from a twin room to a single room. UCL Student Accommodation has a large number of twin rooms, particularly in self-catered houses. Applicants are randomly allocated into twin rooms (two students of the same sex in one room with twin beds). Unless there are medical grounds for single room accommodation, it is unlikely the accommodation offer will be changed. If you accept the twin room offer and move in to your student house, but do not settle in, you have the option of trying to swap to a single room when the Swap List opens. A swap from a twin room to a single room is not a common swap, but it has happened in previous years.

Q40: When will I know who I will be sharing the twin room I have been offered with?

A40: You will find out who you will be sharing the twin room with on arrival. In the lead up to the start of the academic year, as accommodation allocations change frequently, it is likely that the Residence Management team will allocate twin room occupants just before the main move-in weekend in September. The allocation of twin room occupants will be carried out according to interests, course programme or sometimes randomly.
Q41: Do fees for UCL accommodation include all amenities?

A41: Yes, fees for UCL accommodation include all amenities.

Q42: How do I accept an accommodation offer from one of the Intercollegiate Halls? Do I have to pay a deposit?

A42: The University of London will contact you directly, by email, with details of the accommodation offer; you must ensure that you check your email account regularly as you will be expected to respond within 48 hours. You will be required to accept the offer and pay a deposit (different to UCL’s acceptance and deposit process). If you have SPAM or junk mail filters turned on, you should check these folders also. The email address indicated on your accommodation application will be the one used by the University of London to contact you.

For information and advice concerning the Intercollegiate Halls, please contact Housing Services, Student Central, Malet Street, London, WC1E 7HY Tel: +44 (0) 20 7862 8881 Email: info.halls@london.ac.uk

Section C: Arrival

Q43: When can I move in?

A43: For UCL Halls and Student Houses, you can move in on Saturday 23 September 2017. You must read the ‘Arrival Instructions’ section in the ‘My Home’ section of the Pre-arrival Online Induction. For Intercollegiate Halls, you should refer to the information sent to you by email from the University of London or Email: info.halls@london.ac.uk for confirmation.

Q44: Is it possible to arrive earlier than Saturday 23 September 2017 to attend the International Students Orientation Programme (ISOP)? Will there be an additional charge for Early Arrival?

A44: Yes, if you would like to arrive earlier than Saturday 23 September 2017. Once you have accepted your accommodation offer, you should log in to UCL Student Accommodation Online Services, to submit an Early Arrival Request, at: http://www.ucl.ac.uk/student-accommodation/online-services

Completion of this request does not ensure that your early arrival request can be met. You must check with the Residence Management team if you do not receive an email response. If you arrive earlier than Saturday 23 September 2017, you will be invoiced for the additional night(s) on your Portico account, after you arrive. The charge for early arrival applies to all residents regardless of the reason for the Early Arrival. The earliest date you can arrive is Saturday 16 September 2017.
045: How can I find out more information about the International Students Orientation Programme (ISOP)?

**A45:** For more information about the ISOP go to [http://www.ucl.ac.uk/iss/orientation](http://www.ucl.ac.uk/iss/orientation)

046: I am required to provide proof of my UCL Hall or House for Visa purposes, who should I contact to get proof of residence?

**A46:** You can use a copy of your accommodation offer email and/or your Accommodation Licence Agreement to show proof of residence for Visa purposes. For Immigration and Visa information visit [http://www.ucl.ac.uk/iss/immigration-visa/applying-for-visa](http://www.ucl.ac.uk/iss/immigration-visa/applying-for-visa)

047: Due to Visa complications, I may not arrive until after the intake weekend in September. Will the accommodation be held open for me until I arrive?

**A47:** In the event that you are unable to arrive on Saturday 23 September 2017, you must complete and submit a Late Arrival Notification via your accommodation portal to ensure that your room is held open for you. Late arrivals will still be invoiced from the contract start date, Saturday 23 September 2017. If you have paid a deposit, but you do not arrive within the first week and have not notified the Residence Management team or the UCL Student Residences Office that you will be arriving late, the offer will be withdrawn and your deposit will not be refunded. If you have not paid a deposit and not notified the Residence Management team or the UCL Student Residences Office that you will be arriving late, the offer will be withdrawn on Monday 25 September 2017. If you have been offered an Intercollegiate Hall and you will be arriving late, you should contact Housing Services, Student Central, Malet Street, London, WC1E 7HY Tel: +44 (0) 20 7862 8881 Email: info.halls@london.ac.uk.

048: What items should I bring with me?

**A48:** For UCL Halls and Student Houses, you will need to bring bed linen, towels, tea-towels, cooking utensils, crockery, glassware and toilet roll. As a guide, kettles, toasters, cookers, refrigerators, freezers and microwaves are provided in UCL kitchens. Irons and ironing boards are provided in some of the laundry rooms. Before you arrive, you should carefully read the ‘My Home’ section of the Pre-arrival Online Induction for specific information on what to bring and what is provided in each UCL Hall or Student House. You may wish to organise sharing the purchase of some kitchen items with your neighbours once you arrive.

049: Is linen provided?

**A49:** Linen is not provided in UCL accommodation. You can purchase a linen pack, which contains a duvet, duvet cover, pillow, pillowcase, sheet, hand towel and bath towel, for £25.00 from UCL Accommodation. If you would like to purchase a linen pack, you must submit a Linen Pack Request form at: [http://www.ucl.ac.uk/student-accommodation/online-services](http://www.ucl.ac.uk/student-accommodation/online-services). You will be invoiced for the cost of the linen pack on your Portico account, after you arrive.
Q50: What is the bed size as I would like to bring my own linen?

A50: The standard bed size for a single bed is 190 x 90 cm (6’ 3” x 3’).

Q51: How can I obtain proof of residence to open a bank account?

A51: You can request a bank reference letter from the site office at your residence after you have check-in. If you are residing in an Intercollegiate Hall, you should contact the Bursar’s Office. For general guidance on opening a bank account go to: http://www.ucl.ac.uk/iss/before-you-arrive/bank-account

Section D: Facilities

Q52: Is there a wired network connection point in each room?

A52: All rooms, apart from Bernard Johnson House, have Wi-Fi.

Wi-Fi is available in all of the UCL Halls and Student Houses. The cost of connection is included in your accommodation fees.

Any damage to the network socket or Wi-Fi equipment installed within rooms will be subject to a repair cost of up to £100.

For further information about the service go to http://www.ucl.ac.uk/isd/students/halls.

Some UCL Halls and Student Houses also have computer cluster rooms for residents’ use. These facilities are provided by and maintained by UCL Information Systems, not the Residence Management team, and therefore faults must be reported to UCL Information Systems (UCL ISD) directly. For details see http://www.ucl.ac.uk/isd/students/halls/help

Q53: What furniture is provided in each room?

A53: The following items are standard in all study bedrooms: carpet, curtains, wardrobe, desk/table, desk chair, bed (including mattress), mattress cover, wastepaper bin and light shade/cover. Additionally, the following items are provided in some of the study bedrooms: notice board, top box, easy chair, chest of drawers, bedside cabinet, under bed storage, washbasin, shaving light, and mirror.

Q54: How many residents share kitchens/bathrooms?

A54: This differs per residence per floor/flat. Please contact the residences directly for a brief overview of how many students on average share kitchens/bathrooms.
055: Are there laundry facilities in UCL Halls and Student Houses?

A55: A laundry room is available at each UCL Hall and Student House, with coin or card operated washers and driers. An iron and ironing board are provided in some of the laundry rooms.

056: What time are meals served for at Ifor Evans Hall and Ramsay Hall?

A56: Meals are served at: Ifor Evans Hall Breakfast: 07:45 to 09:30* and Evening meal: 17:00 to 19:00*. At Ramsay Hall Breakfast: 08:00 to 09:30* and Evening meal: 17:00 to 19:00*. Weekend brunch is served in both halls from 11:30am 1:30pm*

*Meal times may be subject to change.

Meals include a vegetarian option but do not cater for Kosher or Halal dietary requirements. Students with specific dietary requirements are strongly advised to apply for self-catered accommodation.

057: Should I take out personal insurance?

A57: The University provides a block insurance policy. For further information go to https://www.cover4students.com/blockhalls/summary/ucl. You should carefully read the Policy Information and Cover Summary and consider whether you need to extend the basic cover provided.

058: Are there bicycle storage facilities available in UCL Halls and Student Houses?

A58: For details of bicycle storage facilities in each UCL Hall and Student House, see The Residences section: http://www.ucl.ac.uk/prospective-students/accommodation/residences

You are not permitted to bring bicycles into your Hall or House, or attach bicycles to any railings or the building exterior. You must not place bicycles in front of the fire exits of doors as this will obstruct essential means of escape and create a serious safety hazard. UCL cannot accept responsibility for bicycles stored in these, or any other areas, and insurance is advisable. Bicycles may be parked in certain designated areas within the University.

059: Are there any car parking spaces available in UCL Halls and Student Houses?

A59: There are a limited number of car parking spaces at the Ifor Evans Hall site and Schafer House.
Section E: Miscellaneous

Q60: Should I register with a doctor?

A60: You must ensure that you register with a NHS General Practice in London while you are a student at UCL. Ridgmount Practice is located on 8 Ridgmount Street London WC1E 7AA. You can contact Ridgmount Practice on +44 (0)20 7387 6306, email: gpp@nhs.net or visit their web pages for further information: www.gowerplacepractice.nhs.uk

Q61: Can I smoke in a UCL Hall or Student House?

A61: No, all University buildings, including all areas of UCL Halls and Student Houses, are non-smoking. UCL also prohibits smoking immediately outside the entrances or open windows of all buildings.

Q62: Am I eligible for travel discounts as a student?


Section F: Waiting Lists and Swap List

Q63: When does the Waiting List open?

A63: The waiting list for UCL Halls and Student Houses 17/18 will be updated when confirmed. The Intercollegiate Halls Waiting List will open for short period of time at the beginning of September. Please contact them direct for more information.

Q64: When does the UCL Swap List open?

A64: The date for the 17/18 UCL swap list will be updated when confirmed.

Section G: Private Accommodation and Other Hall Providers

Q65: How can I find a room or flat in private sector housing?

A65: For assistance with private sector housing, you should contact the University of London Housing Services (ULHS).

University of London Housing Services (ULHS)
University of London Union, Malet Street, London WC1E 7HY
Web: www.housing.lon.ac.uk
Email: housing@lon.ac.uk
Telephone: +44 (0)20 7862 8880
The Private Housing Unit (PHU) and the Property Management Unit (PMU) assist students and staff with private sector accommodation issues.

You should also consult the list of Other Hall Providers below.

**Other Hall Providers:**

The following independent organisations are sometimes able to assist students from UCL. You must contact these places directly and not through the UCL Student Residences Office.

**Chapter**
Web: [https://www.chapter-living.com/properties/islington/](https://www.chapter-living.com/properties/islington/)
Email: islington@chapter-living.com
Address: Chapter Islington, 32-34 Market Road, London, N7 9AW
Telephone: +44 (0)20 7607 9410

**iQ Student Accommodation**
Email: hello@loveiq.co.uk

Head Office: iQ Headquarters, Office 613, 215 Euston Road, London, NW1 2BE
Telephone: +44 (0)20 3432 7296

A private provider offering three accommodation sites in central and east London, a short distance from UCL’s main campus.

**Student.com**
Web: [https://www.student.com/en-gb/](https://www.student.com/en-gb/)
Email: bookings@student.com
Address: Head Office: 7 St Martin's Place, London, WC2N 4JH
Telephone: +44 (0)800 652 4582

*Student.com* is an independent marketplace, who specialise in helping international students find accommodation. Their website is available in 19 languages and they have a multilingual team of booking consultants. With over 107 properties available in London, you can compare your options and choose the best home for you, close to UCL.

**UNITE**
Web: [www.unite-students.com](http://www.unite-students.com)
Email: Londonsales@unite-group.co.uk
Address: Head Office: 68-70 Southampton Row, London WC1B 4AR
Telephone: +44 (0)845 602 9976

UNITE offer a choice of accommodation including studio rooms and flat shares for you and up to five friends less than 20 minutes' walk from the main UCL campus. A number of rooms in UNITE accommodation (St Pancras Way and North Lodge) are allocated to UCL students.
Urbanest
Web: www.urbanest.co.uk
Email: urbanest@crm-limited.co.uk
Tel: +44 (0)20 7042 7890

A private provider offering accommodation in five central London locations, a short distance from the main UCL campus.