Here you will find our Frequently Asked Questions (FAQ). Whether you’re stuck on the application process or a current resident with a query, our FAQ below can help with most questions.

If you can’t find the answer to your question, please don’t hesitate to contact the Student Accommodation Office.

1. Application

Q. When can I apply for UCL accommodation?
A. Applications for the Academic Year 2018-2019 are now open.

Q. When is the application deadline?
A. For undergraduate and non-degree exchange students, the deadline is 31st May of the year of entry. For graduate students the deadline is 30th June of the year of entry.

Q. Are applications first come, first serve?
A. No, allocations are not made until 1st July onwards.

Q. Am I eligible for UCL Accommodation?
A. Please see our eligibility criteria.

Q. Am I guaranteed accommodation at UCL?
A. All first year Undergraduate students are guaranteed accommodation as long as you meet our eligibility criteria in full.
International (not UK/EU) first year graduate students are guaranteed accommodation as long as they meet our eligibility criteria in full.

Q. Can I still apply for accommodation after the deadline?
A. Yes, you can make a late application. However, you will not be guaranteed accommodation. Given the expected demand for accommodation it is unlikely you will receive an offer and we strongly recommend you secure alternative housing via the University of London Housing Services, housingadvice.london or our list of private providers.

Q. I received an offer to study after the accommodation deadline, am I still guaranteed a place?
A. Unfortunately we cannot guarantee accommodation to late applicants.

Q. I am not eligible for UCL Accommodation, what can I do?
A. We recommend you secure alternative housing, via the University of London Housing Services, housingadvice.london or our list of private providers.

Q. I am deferring my entry to UCL, should I still apply for accommodation?
A. No, you must apply for accommodation in your entry year.

Q. Can I state a preference for a particular hall or house?
A. If you are an undergraduate student you cannot state a preference for a particular UCL Hall or House. You can however state a preference for the Intercollegiate Halls.

If you are a graduate student you may state a preference for a UCL House, but may not apply for Intercollegiate Halls.

Q. Will I receive acknowledge of my application?
A. Yes, you will receive acknowledgement of receipt of your application by email. Please contact the Student Accommodation Office if you do not receive an acknowledgement email.

Q. Do you provide accommodation for students with disabilities?
A. Yes, you should outline your requirements in your application.
If you are diagnosed after applying you can contact the Student Accommodation Office by email outlining your condition and how the condition affects your accommodation requirements. You should provide supporting medical evidence.

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 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 76790100 or via email: disability@ucl.ac.uk.

The following residences have accommodation that might be suitable for students with restricted mobility: Langton Close, Astor College, 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.

Q. I cannot see my uploaded ID photo or medical documents, what do I do?
A. Don’t worry, this is normal. As you are unable to return to previous stages in your application, you will not be able to see the attachments and photos uploaded.

Q. Can I make changes to my application?
A. If you wish to make changes to your preferences before the guarantee deadline (31st May for Undergraduates, 30th June for Graduates), then you will need to cancel your application and reapply. Click on ‘Cancellation Page’ once you have accessed your current application, and follow the instructions.

If you wish to make changes after the guarantee deadline, then please contact us via email at residences@ucl.ac.uk with the changes you wish to make.

Q. Can I change my personal details – name, contact details?
A. If you have applied via UCAS, please contact them to change your details.
If you are a Postgraduate student, please contact the admissions team postgraduate-admissions@ucl.ac.uk.
If you are an exchange/JYA/Affiliate student, please contact affiliatestudents@ucl.ac.uk.

2. Allocation

Q. How is the accommodation allocated?
A. We consider the preferences you indicate on your application including room type, budget and important factor. Accommodation applications are processed in a random order using
our automated allocation system based on your preferences. This allows UCL to successfully allocate 89% of students to the room type they have selected and ensures the process is fair to all applicants.

Q. How is it decided who lives together?
A. Once you have been allocated a place in a UCL residence, the residence staff will decide which room to assign you to. The method of room allocations differs from site to site, varying from course background to interests, or student type.

Q. Are undergraduate and graduate students housed together?
A. No, we have graduate only residences. Please see our table:

<table>
<thead>
<tr>
<th>Undergraduate Only</th>
<th>Arthur Tattersall House</th>
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<td>Astor College</td>
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<td>Campbell House East/West</td>
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<td>Frances Gardner House</td>
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<td>James Lighthill House</td>
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<td>John Dodgson House</td>
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<td>John Tovell House</td>
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<td>Langton Close</td>
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<td>Max Rayne House</td>
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<td>Schafer House</td>
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<td>Graduate Only</td>
<td>Ann Stephenson/Neil Sharp House</td>
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<td>Bernard Johnson House</td>
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<td>Hawkridge House</td>
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<td>New Hall</td>
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<td>St. Pancras Way</td>
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<tr>
<td>Couples/Families</td>
<td>Ann Stephenson/Neil Sharp House</td>
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<td>Arthur Tattersall House</td>
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Q. Are there single sex residences?
A. No, all UCL Residences and Intercollegiate Halls are mixed sex.

Q. Can I live in a single sex flat?
A. No, we cannot guarantee this. All accommodation is mixed sex.

Q. I will be under 18 when I move in, does this affect the accommodation I will be offered?
A. If you are aged under 18 you will receive an accommodation offer for single room options at Astor College and James Lighthill House ONLY. As both are self-catered residences, under-18’s requiring catering, will be directed to the UCL Refectory and/or other catering outlets/ Under 18’s will not be allocated to shared rooms nor any of the University of London, Intercollegiate Hall, rooms.

Q. Can I choose who I share a twin room or flat with?
A. If you wish to share with someone that you know, please ensure you have added their details to the ‘roommate’ section of the application form, or email us at residences@ucl.ac.uk, and ensure that they have done the same.

We cannot give you the details of your roommates before your arrival due to data protection laws.

3. Contracts

All information on contracts can be found in our General Regulations.
Q. What duration is the accommodation offered for?
A. Full-Year Undergraduates – 39 weeks:
Saturday, 22nd September 2018 – Saturday, 22nd June 2019

Full-Year Graduates – 50.57 weeks (50 weeks and 4 days):
Saturday, 22nd September 2018 – Wednesday, 11th September 2019

First-Term Only Students
Saturday, 22nd September 2018 – Wednesday 2 January 2019

Second and Third-Term Only Students
Wednesday 2nd January 2019 – Saturday 22nd June 2019.

Q. My programme runs for a calendar year (12 months) rather than an academic year (9 months, can I continue to stay in UCL Accommodation over the summer?
A. Graduate students are offered accommodation for 50 weeks and 4 days. There may be a requirement to move rooms during the summer. Unfortunately, accommodation cannot be provided beyond mid-September even if your course extends this date.

Q. Do you provide accommodation from September to March?
A. No, our contracts are 39 or 50.57 weeks depending on your programme of study.

Q. Can I stay in UCL Accommodation over Christmas and Easter?
A. Yes, accommodation is offered for the full academic session. You are liable for rent over the Christmas and Easter vacations.
4. Offers

Q. How long do I have to accept my offer?
A. 5 working days.

Q. Will my offer be withdrawn if I do not respond within the deadline?
A. Yes. If you miss the deadline you should contact the Student Accommodation Office as soon as possible and we will advise on whether your offer can be reinstated.

Q. When will I receive a response?
A. You will receive a response by email. When you receive a response depends on your offer status:

- Undergraduate
  - Unconditional Firm - July
  - Conditional Firm - mid August (post-results)
  - Exchange - July/August

- Graduate
  - Unconditional and Conditional Firm - July/August

Please note that undergraduate students holding a conditional offer will receive an accommodation offer after their offer status changes to unconditional.

Q. How much is the deposit?
A. The deposit is:
   - £250 for a single room
   - £250 per person for a twin room
- £250 for couple/family accommodation, or 2 x £250 if both residents are UCL students.

Q. Is the deposit refunded?
A. 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 third term’s 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.

Q. How do I accept my offer?
A. You will receive your offer by email so you must regularly check all folders, including spam/junk.
Read the email to understand the contract you will be accepting.
Accept online within the deadline specified in the email, ensuring you pay your £250 deposit.

Q. What happens if I don’t like the accommodation offered to me?
A. Only one offer of accommodation will be made per person, so we recommend you accept your offer. A swap list will open in October 2018.

Q. How do I pay my deposit?
A. UCL have a variety of payment methods, including pay online and bank transfer.

Q. Who will I be living with?
A. We cannot share details of your flatmates with you prior to arrival due to data protection laws. You will meet them on your check-in day.

Q. I am on holiday/I will not have internet connection during the period that you are sending out offers, what can I do?
A. You must have an internet connection in order to review your accommodation offer on the Online Accommodation Portal – the offer cannot be accepted over the phone or in writing, it must be accepted online.
If you will be on holiday/without internet connection, then we would recommend that you share your Online Accommodation Portal log-in details with a trusted friend or family member, so that they can regularly review your portal, and accept your offer if you are unable to do so yourself.
If you do not accept your offer by the deadline of acceptance, then your offer will be withdrawn, and we cannot guarantee that it can be reinstated.

5. Pre-arrival

Q. I need to provide my address for my visa application, what should I do?
A. If you have received an offer of accommodation, provide the address of your hall or house. If you have not yet received an accommodation offer you can use University College London, Gower Street, London WC1E 6BT

Q. What furniture is provided in each room?
A. 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.
Q. When can I move in?

A. For UCL Halls and Student Houses, you can move in on Saturday 22nd September 2018. 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.

Q. Is it possible to arrive earlier than Saturday 22nd September 2018 to attend the International Students Orientation Programme (ISOP)? Will there be an additional charge for Early Arrival?

A. Yes. 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 Accommodation Management team if you do not receive an email response. If you arrive earlier than Saturday 22nd September 2018, 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 15th September 2018.

Q. 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?

A. In the event that you are unable to arrive on Saturday 22nd September 2018, 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 22nd September 2018. 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 24th September 2018. 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.

Q. How can I obtain proof of residence to open a bank account?

A. 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. See our general guidance on how to open a bank account.

6. Current Residents

Q. How do I pay my accommodation fees?

A. UCL have a variety of payment methods, including pay online and bank transfer.

Q. What should I do if I cannot pay my accommodation fees before the invoice deadline?

A. Before the deadline, please visit the reception of your House/Hall and ask for a ‘Request for Extension of Deadline Form’. The Residences Management team may allow you to defer your payment for up to 30 days, but please note you are expected to explain why you cannot make the original payment deadline.

Q. Do I have to pay my invoice in one payment? Can I set up an instalment plan?

A. It is possible to set up an instalment plan, i.e. monthly payments, to pay your invoice. Before the payment deadline, please visit the reception of your House/Hall and ask for an
‘Instalment Plan for Payment of Residences Fees Form’. The due date for the final instalment must be at least 2 weeks prior to the end of the term.

Q. I have checked-in to my room and now wish to cancel my accommodation contract, do I still have to pay my fees?
A. Yes you do, please refer to your Accommodation Licence Agreement or the General Regulations.

Q. When do I need to pay my fees?
A. All students will be invoiced within 2 weeks of checking in to their accommodation. The payment deadline will be 2 weeks from receiving the invoice.

Q. Do you offer accommodation to returning students?
A. We can only offer UCL Halls to returning students who have medical conditions or disabilities. If you believe you are eligible, please get in contact with us at residences@ucl.ac.uk.