

## Moving, Swapping Rooms and Contract Transfers 2023/24

### Introduction

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We hope you'll enjoy your time in Halls but if something isn't quite right, we have support available to help.

- If anything is broken or damaged in your room, you should report it to [customerservices@royalholloway.ac.uk](mailto:customerservices@royalholloway.ac.uk) so the Halls Customer service team can arrange for this to be fixed or replaced
- If you are experiencing issues such as noise, problems with flat mates or homesickness, you should contact the [Hall Life team](#) for support

If you want to move to a different room or Hall this may be possible, subject to availability. However moving isn't always the best option as it can be challenging settling into a new flat so we recommend you [contact](#) the Hall Life team to discuss your situation.

When processing any requests to move or swap rooms we will consider the impact this change may have on the other residents in the flat e.g. if it means we would be mixing undergraduate and postgraduate students. In some cases this may mean we are unable to approve the request.

### Requesting to move rooms

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During the first few weeks of term all our rooms are contracted to students who may not have arrived yet. Until we have reached the latest arrival date, which is four weeks into term, we don't have a clear picture of room availability. Therefore we only open the room move request process once we know which students won't be taking up their room in Halls.

You can request to move rooms (subject to availability) from 12 noon on 16 October 2023.

To be eligible to move rooms, you must have:

1. Accepted your current offer of accommodation
2. Be living in the room you were originally allocated
3. Be up-to-date with the payment of your accommodation fees
4. Not be subject to ongoing disciplinary proceedings

Details on how to submit your request can be found online [here](#).

On the request form, you will be able to specify if you want to move to a particular room or band or whether you would be happy to move to several different bands. If you are keen to

move, and don't mind which hall you move to, you can select on the request form that you would be willing to move to any band. Selecting this option will increase the chance of us being able to match you to a vacant room.

Once you have completed the request form, your details will be added to a waiting list for the band(s) you have selected: applications are dealt with on a first come, first served basis if and when a room becomes available. We cannot guarantee that a vacant room matching your band preference will become available and therefore we recommend you work with the Hall Life team and the Halls Customer Service team to resolve any problems in your current room.

Requests to move room on medical or safeguarding/protection grounds, supported by the Student Wellbeing team, will be prioritised.

### **Next steps**

We are not able to estimate how long it will take to find you a vacant room in the bands you select. The demand for some bands may be higher than others, so it may take longer to find a room for those who have requested a more popular band.

If a vacant room becomes available in one of the bands you have requested and you are next on the waiting list, we will send you an accommodation offer for the new room, by email to your University email address. You will have two calendar days to review and accept your room move offer.

To accept your offer, you will need to follow the instructions in the offer email; this requires you to confirm your preferred move in date, which should be between three and seven days of accepting the offer. If you decline your offer or do not reply to the email to confirm your preferred moving date by the deadline, we will not be able to make another offer and you will be removed from the waiting list(s).

### **Requesting to swap rooms**

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If you would like to swap rooms with another student, you must both be:

- Studying at the same level, i.e. new undergraduate, continuing undergraduate or postgraduate
- Studying full time

It is important that you have both paid your accommodation fees to date and for some swaps we may also have to consider other factors like gender, e.g. if one of the rooms is in a single gender flat or corridor.

If you have found someone suitable to swap rooms with, you'll be able to email your request from 12 noon on 16 October to [studentaccommodation@royalholloway.ac.uk](mailto:studentaccommodation@royalholloway.ac.uk).

### **Contract transfers**

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If you are looking to transfer your accommodation contract to another student, you need to make sure they meet the following criteria:

- The student must be studying at the same level as you, i.e. new undergraduate, continuing undergraduate or postgraduate
- Be studying full time
- Not already be contracted to Halls accommodation or housing in the private sector.

It is important that you have paid your accommodation fees to date and for some contract transfer requests we may also have to consider other factors like gender, e.g. if the room is in a single gender flat or corridor.

Once you've found a suitable student, you'll be able to email your contract transfer request from 12 noon on 16 October to [studentaccommodation@royalholloway.ac.uk](mailto:studentaccommodation@royalholloway.ac.uk).

### **Further information**

If you have any questions about the moving rooms, swapping rooms or contract transfers please contact the [studentaccommodation@royalholloway.ac.uk](mailto:studentaccommodation@royalholloway.ac.uk).