

# 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. Derwent Students operates an allocation policy that does not discriminate on grounds of race, colour, religion, ethnicity, sexuality, age, gender, or disability.

## **Who can apply?**

You can apply for Derwent Students' student accommodation if you are in full time education and you are over 18 years old at the commencement of the University/College term.

## **When can I apply?**

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

## **How can I apply?**

You can apply online at [www.derwentstudents.com](http://www.derwentstudents.com) or by completing the paper application form which is available from the scheme of your choice.

## **Do I need a guarantor?**

Yes, you will need a guarantor unless you are paying the entire year upfront. 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 18 and should be a home owner or in full time employment. They should also be 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 £250 deposit is payable before moving in as security against the terms of the tenancy. All students on an Assured Shorthold Tenancy will have their deposit protected under the Tenancy Deposit Scheme (please refer to [www.depositprotection.com](http://www.depositprotection.com)), which means that your landlord cannot unfairly hold back your deposit when you leave.

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## 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
- You will be, or are currently, 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

## 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/special need that affects your accommodation requirement please let us know in the additional notes section when you complete your application online or by paper form.

Applicants are encouraged to disclose any 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.

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
- You do not meet the criteria listed above

## 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 5 working days of receiving a completed application. We will endeavor but cannot guarantee that we can meet all requirements, and if your first preference is not available we will let you know this when we offer you your accommodation.

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 until a property is available. When a property is available, we will contact you detailing the offer of accommodation.

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## How long is an offer valid?

The offer of accommodation must be accepted by you within 5 working days or it will be withdrawn.

## How do I accept the offer?

You must firstly return, provide or complete the following:-

1. Complete the tenancy agreement on paper or accept the Tenancy Agreement online
2. Provide a suitable guarantor if applicable, who meets the criteria stated above
3. The guarantor must sign their guarantor agreement and provide both proof of identity and proof of address (passport, recent bill)
4. Pay the deposit
5. You may pay one fixed payment for the year (for which a discount may be applicable) or pay in three instalments. The first instalment will be due before you move into your room and further payments will be required in January and April

## Appeals

If you wish to appeal against a decision made about your application for accommodation you will need to contact The Scheme Manager at the relevant site, in writing, stating the reasons for the appeal.

## Complaints

If you are not satisfied that Derwent Students 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.

## Data protection: access to files

We will allow you to have reasonable access to personal information we hold about you (as long as someone has not given us this information in confidence e.g. doctor, social worker, probation officer etc.) You can correct your information or record your disagreement with any information we hold. You can apply in person at Suite GB, Central House, Beckwith Knowle, Otley Road, Harrogate, HG3 1UF, or by writing to the same address. If you request copies of information you will have to pay a reasonable fee to cover our expenses. We will respond within 40 days.

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## **Equality and Diversity: Equal Opportunities Policy**

We are committed to promoting Equal Opportunities in the provision of housing services and in the employment of staff and contractors, regardless of race, colour, nationality, ethnic and national origin, religion or belief, disability, age, gender, marital status or sexual orientation.

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**Derwent Students is a sub-division of Derwent Facilities Management**

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