

Policy for processing transfer requests (University accommodation)

The University is willing to consider requests from residents who wish to transfer to alternative University accommodation. Applications to transfer to alternative accommodation are processed and offered in accordance with this policy:

- Applications for transfer will be accepted from the start of the lease period. For session 2023/2024, this will be 9 September 2023. For operational reasons, the processing of transfer applications may be suspended at the beginning of each semester and from 4 December 2023 to 30 January 2024 (this excludes any requests deemed by the University to be exceptional eg. in cases where there is a serious welfare issue, physical building problem etc.).
- All transfer applications must be submitted by making a request through the Accommodation Services portal. This can be accessed [here](#).
- All applications for transfer will be acknowledged by automated e-mail on submission. Acknowledgements will be sent by e-mail to the e-mail address held on the Accommodation Services portal.
- Transfer requests will be assessed by Accommodation Services staff and subsequently given a priority rating of either “High” or “Normal”. The rating will take into account the reasons given on the application. Accommodation Services may request additional information or supporting evidence if appropriate. All information will be treated as strictly confidential.

“High” priority cases are those where it is agreed that the student needs to transfer at the earliest opportunity. Examples of cases which may be given a “High” priority rating include but are not limited to:

- Serious welfare issues where the resident has sought support from University support services
- Health reasons (physical or mental) which are supported by professional evidence
- Building or structural problems relating to the accommodation

Most transfer requests will be given a “normal” priority rating and applicants will be notified of their priority rating in the acknowledgement email.

- Transfer applications will be processed on a regular basis, usually as soon as a suitable alternative room has become available. Applicants should note that applications are not necessarily processed in order of receipt as offers of alternative accommodation can only be made subject to availability.

- If it is possible to offer a transfer to alternative accommodation, the student will be sent an e-mail outlining the offer. This e-mail will give specifics about the room being offered, including location, price, date of availability etc. The applicant will be advised that if they do not respond to the e-mail within 3 working days, the offer of a transfer will be withdrawn. Any applicant wishing to accept the offer of a transfer will be required to pay an administrative fee of £25.00 on completion of the transfer. The student must transfer to the alternative accommodation within a reasonable time or the offer will be withdrawn.
- In cases where Accommodation Services are unable to offer a transfer due to lack of availability, the applicant will be contacted by e-mail every 6 weeks to ask whether they wish to remain on the waiting list. Applicants will be advised that if they do not respond to the e-mail within 3 working days then their name will be removed from the waiting list.
- Following a transfer to alternative accommodation, the resident will be contacted to confirm any resulting change to their account in terms of a further charge or credit as appropriate. The invoice for the administrative fee of £25.00 will also be issued at this stage.

ACCOMMODATION SERVICES

Website: www.rgu.ac.uk/accommodation

E-mail: accommodation@rgu.ac.uk

Correct as at June 2023