

Student Residential Accommodation

UPR SA08 version 04.0

Policies superseded by this document

This document replaces version 03.1 of UPR SA08, with effect from 1 September 2025.

Summary of significant changes to the previous version

This document has been updated to reflect the requirements of the OfS Regulatory Advice on freedom of speech (section 1.4).

Glossary

A glossary of approved University terminology can be found in [UPR GV08](#).

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1 Introduction

- 1.1 This document sets out the general policies relating to student residential accommodation.
- 1.2 The Director of Estates (or nominee) is solely authorised by the Vice-Chancellor to make offers to students of places in University accommodation and may delegate this authority only to other named members of staff. **No other member of staff is authorised to offer University accommodation to students.**
- 1.3 This Policy has been the subject of an Equality Impact Assessment (EIA).
- 1.4 *The University is committed to protecting and promoting freedom of speech and academic freedom within the law. The University’s Code of Practice on Freedom of Speech (UPR FS01) sets out the rights and obligations inherent in supporting the principles of freedom of speech and academic freedom within the law, the University’s values relating to freedom of speech and the procedure to be followed by students and staff in connection with the organisation of events and meetings which fall under the Code of Practice. A copy of the University’s Code of Practice on*

Freedom of Speech (UPR FS01) can be found here [FS01-Freedom-of-Speech-Code-of-Practice.pdf](#) on the University's Policies and Regulations webpage. In the event of any uncertainty about the University's approach to freedom of speech, the University's definitive and up-to-date statement of its approach is set out in the Code of Practice.

2 Definitions

For the purposes of this document, the following definitions will apply:

2.1 'student':

a registered student of the University of Hertfordshire or an applicant who has accepted an unconditional offer from the University of Hertfordshire of a place on a programme, whose normal place of study is, or will be, at the University of Hertfordshire or its Consortium Colleges;

2.2 'estranged':

a student who is studying and who is no longer communicating with either of their parents;

2.3 'care leaver':

a student who has spent time in foster or residential care or in other arrangements outside of their immediate or extended family before the age of 18;

2.4 'University accommodation':

purpose built or converted residential accommodation, owned, leased or managed by the University, which is specifically allocated to students;

2.5 'licence agreement':

the contractual agreement between the University and the student which outlines the terms and conditions under which the residential accommodation is provided.

3 Eligibility

3.1 The University of Hertfordshire is a campus University and encourages students from all courses and all backgrounds to apply to live on campus while studying with us.

3.2 The University will provide accommodation to Care Leavers and Estranged students throughout the duration of their course. They will be given First Priority as defined below.

3.3 The University will allocate rooms for Student Resident Assistants, and up to 2 rooms will be made available for Students' Union Sabbatical Officers for a full academic year, with an annual application deadline of 31 July.

3.4 Members of University staff are not normally eligible to live in University accommodation, unless they are employed to undertake housing duties when staying in University residencies is necessary for them to complete their duties. Any rooms made available for guest accommodation which will be charged at a nightly commercial room rate. Bookings will not exceed a three-month period. The University reserves the right to withdraw these room during the first four weeks of each academic year.

- 3.5 No geographical restrictions are placed on a student's eligibility for University accommodation. However, it should be noted that where it is necessary to place students in emergency accommodation, those UK undergraduate students who are not covered by the accommodation guarantee may be asked to continue to reside at home temporarily.
- 3.6 The University may seek to refuse entry into accommodation from students where it is believed they may constitute a risk to others. Individual cases will be referred to the Dean of Students for risk assessment and decision.
- 3.7 The University reserves the right, at its absolute discretion, to refuse entry into accommodation from students who are debtors of the University. The University may consider/re-consider an application when the debt has been paid in full but is not bound to do so.
- 3.8 The University does not normally provide accommodation for students under **18** years of age. Some exceptional cases are made for students who arrive at University slightly below the age of 18. Where this happens, the University will endeavour to allocate rooms with other students of a similar age group.

4 Student Obligations

- 4.1 Where the University guarantees accommodation to certain groups of students, the guarantee is conditional on these students meeting the various conditions associated with it. The University does not guarantee to house any student who does not meet the conditions of a guarantee. Applications received after the accommodation guarantee deadline(s) will continue to be considered while rooms remain available.
- 4.2 Regardless of the type or location of the accommodation in which they reside, students should note that they are bound by the provisions of UPR SA13¹ on Student Discipline. Decisions as to whether or not a student will be housed on campus when their past behaviour has caused them to be evicted from their previous accommodation will be made by the Director of Estates (or nominee) after full consultation with the Dean of Students.
- 4.3 Students are free to make their own residential accommodation arrangements if they so wish but the University requires that all students update their student record with their term-time and home address.
- 4.4 It remains the student's responsibility to finalise all accommodation arrangements and to meet any terms, conditions or other requirements which the University may stipulate.
- 4.5 All students must ensure that:
- i applications for University accommodation are received by the deadline that has been stipulated on the University website);
 - ii in accepting an offer of University accommodation, the student meets all of the conditions that apply to that offer;

¹ UPR SA13 'Student Discipline'

- iii they advise the Residential Allocations Team should there be a delay in receiving their exam results or their visa which would impact on their expected arrival onto campus.

4.6 All students must agree to adhere to the Terms and Conditions of the Licence Agreement prior to occupation of the accommodation.

5 Restrictions

5.1 With the exception of Estranged and Care Leaving students the normal maximum period for which any University accommodation will be allocated to a student at one time will be restricted to one Academic Year (three (3) terms or two (2) semesters).

5.2 The University will endeavour to allocate students one of their choices of accommodation, but this cannot be guaranteed. Accommodation will be allocated on a first come first served basis, with eligibility based on application date and acceptance of an unconditional course offer.

5.3 The University has a limited number of shared rooms available, but both occupants must be students. Students should apply for University accommodation in double rooms or flats together.

5.4 Every endeavour is made to allocate pre-sessional students to accommodation that will become their term time room, when their pre-sessional course has completed, and the academic year commences. However, due to the multiple timings of entry to study this opportunity is limited and a room move may be necessary.

5.5 The University does not undertake to house a student on or near the campus where they normally study.

5.6 Where there is a heavy demand for places in University accommodation, some students may be allocated temporary accommodation off campus until a permanent allocation is available.

5.7 The University is unable to provide accommodation for students' families or dependants.

6 Additional Requirements

6.1 The University will aim to provide accommodation that meets the student's needs and provides a range of adapted rooms. Students with individual needs are encouraged to disclose their requirements at the point of application for accommodation. Students may wish to contact the University's Student Wellbeing team as part of the application process to discuss any support requirements. Where students with individual needs require personal full-time assistance, the University will also provide suitable accommodation for the student's helper(s) at the published rate for the room. It should be noted that the cost of the carer is not met by the University and funding for such support should be secured by the applicant. Standard application deadlines will apply.

6.2 Parking spaces will be provided for Blue Badge holders on both campuses. The de Havilland campus has no parking for students living in University accommodation due to local planning restrictions. The College Lane campus has a very limited number of parking spaces and therefore is unable to offer any guarantee for resident parking. Each year the University will offer a limited number of parking permits, which students will need to apply for, at a cost. Permits are allocated at

the discretion of the University and are allocated on the basis of need, i.e. a car is required to attend medical appointments. Further details of the application process and the evidence required to support the application are available on our website.

- 6.3 The University will keep under review its accommodation stock, its policies, procedures and practices to ensure fair treatment for disabled students and to meet the responsibilities placed on it by current legislation.

7 Conference Rooms

- 7.1 Although University of Hertfordshire students will remain first priority for accommodation during the academic year, the University's conference business will have use of certain areas of accommodation during vacation times. The University reserves the right to negotiate ad hoc block contracts on an annual basis for use of rooms during the academic and calendar year with their academic partners but to protect allocation planning, such contracts would be drafted following liaison with the Residential Allocations team.

- 7.2 Where a proposed commitment to an external organisation is to include the provision of residential accommodation, the planning process must include consultations with the Director of Estates (or nominee) and must take full account of the actual availability of the residential accommodation which will be required.

8 Charges and deposit arrangements

- 8.1 The fees to be charged for University accommodation will be determined by the Committee of the Board of Governors on the recommendation of the Vice-Chancellor. These charges will normally be held for the whole Academic Year.
- 8.2 It is University policy that any offer of a place in University accommodation is conditional on payment to the University, by the stipulated deadline, of the deposit determined by the Director of Estates (or nominee).
- 8.3 It should be noted that deposits paid by students who subsequently fail to take up their reserved accommodation will not normally be returned.
- 8.4 Deposits held by the University will be used, either wholly or in part, as appropriate, to meet the costs of any damage that may occur in the student's accommodation or returned to the student at the end of the licence in accordance with the ANUK Code.
- 8.5 Where a student is a debtor of the University, the deposit will be used, either wholly or in part, as appropriate, to offset the student's debts.
- 8.6 Students who fail to pay their licence fees will be subject to University debt collection processes which could result in legal action being taken.

9 Priority order of allocation

- 9.1 The University will allocate its on-campus student accommodation on the basis of the priority order outlined below. The University will allocate rooms to students consistently and fairly in accordance with this policy.

- 9.2 First Priority will be given to students in their first year of study with the University if they study full-time, and for the full year. First priority students include all undergraduate and taught and research (non-salaried) post-graduate students, Care Leavers, Estranged students and students at our Consortium Colleges. First priority will also be given to students in their intermediate and final year, subject to a cap that is reviewed annually. First priority will also be given to students that have Individual Needs.
- 9.3 The University will guarantee on campus accommodation to all students who have First Priority (as defined above) on the basis that their application for accommodation is received before the date of publication of 'A' level results (who have an unconditional place to study) and have accepted their offer of accommodation within 7 calendar days of the offer.
- 9.4 Second Priority will be given to students whose accommodation applications are received after the publication of 'A' level results (i.e. whose applications are not made prior to Clearing) and whose acceptance of an unconditional offer has been received after the publication of 'A' Level results. Second Priority students include all undergraduate and taught and research (non-salaried) post-graduate students and students at our Consortium Colleges.
- 9.5 Third priority will be given to students applying to the University through Clearing. The University at the discretion of the Director of Estates or nominee will review annually if a Clearing accommodation guarantee will be offered. The terms of the University's Clearing accommodation guarantee will be agreed locally but will be published on the University's website.
- 9.6 Fourth priority will be given to semester-based students who will be studying for less than the full academic year. Accommodation for all students (including international students) for less than the standard 42/50 week accommodation contract will be provided only when demand from higher priority students has been satisfied. Where a particular need for exchange or semester-based accommodation is made known to the Director of Estates or nominee, a limited provision may be set aside where students of similar numbers can be guaranteed for both Semester A and Semester B entry. The standard application deadline dates will apply.
- 9.7 Fifth Priority is given to any other student group. Accommodation will be provided to these students only when demand from higher priority students has been satisfied.

Sharon Harrison-Barker
Secretary and Registrar
Signed: **1 August 2025**

Alternative format

If you need this document in an alternative format, please email us at governanceservices@herts.ac.uk