



Accommodation Allocation & Booking Policy

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Accommodation Allocation & Booking Policy

1. Introduction

Manchester Metropolitan University is committed to providing high-quality, safe and affordable accommodation for its students. This policy outlines the procedure and guidelines for students who wish to book a room in owned and leased halls (see 1.2).

1.1 Purpose of Policy

To ensure a fair and efficient booking process while meeting the accommodation needs of eligible students. annual review and amendment to meet changing circumstances and the ever evolving needs of our students population.

1.2 Scope

Eligible students are those who meet the following criteria:

- Students must have accepted a conditional or unconditional offer at the University with Manchester Metropolitan University as their first choice of university.
- Students must be first year undergraduates during their first year of full time , full year study or Foundation year students, whose course begins in the Autumn term.
- Continuing students who have special requirements may also be considered to be eligible. Each case is decided on its own merits which may cover, but is not limited to, such criteria as estranged, care experienced, certain disabilities.
- Continuing students and postgraduates will receive accommodation advice, but booking via the University may not be possible or is extremely limited.

For further information, please see the [Accommodation Guarantee](#)

Students should be aware that we will have under 18 students living in Halls. If this causes an issue for you please email accommodation@mmu.ac.uk .

Manchester Metropolitan University offers a range of accommodation options to suit different requirements such as distance, budget and facilities. We offer accommodation which is owned by the University, leased by the University and under agreement with preferred private partners working with the University (NOMs). The NOMs provision allows the University flexibility in order to tailor our portfolio to student demand and to offer a broader choice.

Students should be aware, that owned and leased accommodation is contracted directly with the University, private partner halls will contract to the provider directly and those bookings will be managed in line with the individual partner's own terms and conditions.

The accommodation blocks that this policy applies to are as named below -

Archway Halls	University owned
Birley Halls	University owned
Cambridge Halls	University owned
Cavendish Halls	University owned
Briarfield Halls	University leased
Needham Halls	University leased
Oxford Court	University leased

1.3 Roles & Responsibilities

This policy will be reviewed annually by the Residential Management Team and changes will be authorised by the Residence Management Group.

Implementation of the policy will be managed by the Residential Allocations Manager and Residence Manager.

If you have any questions concerning the content of the policy, please email accommodation@mmu.ac.uk

2. Executive Summary

To provide guidance around the process to book accommodation via the Accommodation Portal, mainly the University managed and leased halls of residence.

3. Policy

3.1 Booking Process

3.1.1 Accommodation Portal

- The accommodation portal opens in March. The portal is our booking platform. Students can only make accommodation bookings for owned and leased halls via this route and it also acts as a gateway through to book accommodation directly with our private partners..
- When bookings are open, all eligible students will be emailed a link to the accommodation portal. These links will only work for the individual it is emailed to and can't be shared.
- Any students accepting an offer after March will receive an email once their status is updated in the Admissions system. This can take up to 72 hours from confirming acceptance of an offer at the University.
- Our portal has been built for students to book rooms directly with the University, but it also acts as a gateway to book dedicated Manchester Metropolitan University rooms with private partners (NOMs). These rooms have been sourced and negotiated with our preferred partners, which is reflective in the price and availability. If students do not follow the approved links to book with private partners, they will not be eligible for any pre-negotiated terms.

3.1.2 Self-Allocation

Manchester Metropolitan University operates a self-allocation system, allowing students to select and book their own room through the accommodation portal. Students can select the accommodation option that best suits their preference, based on availability and personal choice. Students are advised to view the accommodation options on the website at www.mmu.ac.uk/accommodation prior to entering the portal.

These preferences can include but are not limited to:-

- Alcohol Free
- Single Gender
- Quiet Accommodation
- Floor Height

We operate a self-allocation system to provide students with as much choice as possible and to ensure a mix of courses and students throughout the accommodation which creates a diverse community within our halls of residence.

3.1.3 Accommodation Availability

Manchester Metropolitan University will manage the release of rooms onto the portal to, as far as possible, ensure a variety of accommodation is available throughout the accommodation guarantee period.

3.1.4 Accommodation Guarantee

Manchester Metropolitan University is committed to the supply of accommodation during the guarantee period. This can be a varied source such as in and around the city of Manchester and through [Manchester Student Homes](#). For more information, please see our [Accommodation Guarantee](#).

After the accommodation guarantee has ended, accommodation availability will be limited and through cancellation only.

3.1.5 Students with medical requirements

As part of our booking process, there is a dedicated section for students to make us aware of any medical requirements. The Student Living Team will review these requirements alongside the bookings process and offer any booking support where required. We also strongly encourage students who identify to contact the [University's inclusion and disability team](#). You can also read more information about support the University can provide [here](#).

Supporting medical evidence must be provided. This can be a letter which confirms your medical condition and details any room adaptations or specialised equipment you may require. It needs to be written in English by a certified medical practitioner. Medical evidence must be no more than 6-12 months old for variable conditions.

Medical evidence will be handled sensitively and may be shared with appropriate colleagues in the interests of allocating the most suitable room for your needs.

We consider all evidence in the context of the Equality Act 2010 definition of a disability as a physical or mental impairment that has a substantial and long-term negative effect on the ability to do normal daily activities. 'Substantial' means more than minor or trivial and 'long-term' means 12 months or more.

We have some rooms that are suitable for students who use wheelchairs and mobility aids, and for students with hearing impairments. If you require specialist equipment such as hoists, fridges or beds the University can provide some equipment, but you must make the Accommodation team aware of your

requirements at the earliest opportunity so that arrangements can be made. If there is a delay in providing the relevant information for your requirements, we cannot guarantee that relevant adaptations will be complete, or specialist equipment provided by the start date of the tenancy.

Adaptations to equipment such as bedroom units can usually be made to suit individual requirements but major structural adaptations may not be possible. If you think you might need adaptations to your accommodation, please contact us to arrange a visit to view the accommodation as early as possible at accommodation@mmu.ac.uk

If you do not inform us of your condition or disability in your booking before the deadline but inform us later on, with sufficient medical evidence we may prioritise you for a room. We cannot guarantee, however, that one will become available. If you are not sure whether it is relevant to share your condition or not, please contact us so we can advise.

If for medical reasons students require an ensuite room, consideration will be given to mitigate the potential additional costs. Each case will be reviewed individually, and a discounted rate may be offered. This is based on aligning the price to the equivalent non-ensuite room type.

3.1.6 Students with family and/or dependents

Manchester Metropolitan University does not offer accommodation for families or dependents, all our rooms are single occupancy only. Eligible students requiring such accommodation should seek accommodation through the private sector for accommodation which suits their needs.

3.1.7 Students who are under 18

Our system will automatically recognise if students will be under the age of 18 at the point of the accommodation contract start date in September.

If this is the case, a separate agreement and documentation will be emailed to the student. We also have a comprehensive Under 18 policy (link to be inserted)

3.1.8 Care experienced/estranged students

If you are care experienced or are estranged from your family, please let us know this so that we can support you in finding the most appropriate accommodation for your circumstances. This might be university managed accommodation or somewhere with a longer tenancy length, for example.

Provided your status is confirmed by our Student Services team and you make an accommodation booking by the guarantee deadline, you will be able to secure accommodation in a room in university managed accommodation if

this is your preference. If you do not declare this information during when booking but disclose this later, we may prioritise you for a room in university managed accommodation should a suitable vacancy arise.

We will also consider you for a university residence as a returning student if you request it or help you to find suitable private rented sector accommodation.

To find out more about the help provided by the University please read [more information for care leavers](#) here or [more information for estranged students here](#).

3.1.9 Guarantor Service

If student needs support with a guarantor when booking in Private Student Accommodation, then the University has a [dedicated guarantor service](#) which is provided by Housing Hand.

The University also offers a Student Finance Support Package, which will contribute to the prepayment amount to complete a booking in our owned or leased accommodation. [Student Financial Support | Manchester Metropolitan University \(mmu.ac.uk\)](#)

3.1.10 Booking Timeline

Once a student has selected their room, they have 48 hours from the point of room selection to sign the Terms & Condition of Residence, then a further 5 days in which to make the pre-payment amount.

If these conditions are not met, then the system will automatically cancel the room and place it back onto the portal for re-sale.

Due to high demand for rooms during the clearing period (between Alevel results and arrival), this moves to a 48 hours timeline to complete both requirements.

If you are having any issues with completing your bookings, or if you are having pre-payment issues, then please email accommodation@mmu.ac.uk for assistance.

3.1.11 Cancellations & Refunds

For further information please see our Cancellation and Refund Policy (Link to be inserted) for room bookings within owned or leased accommodation.

For Private Partner accommodation (NOMs) cancellations must be made directly with the provider. Please check their website for their policy.

3.1.12 Housing Advice

If you require further housing advice, this can be done via Manchester Student Homes [Student accommodation in Manchester - houses homes flats housing \(manchesterstudenthomes.com\)](https://www.manchesterstudenthomes.com) or through the Manchester Metropolitan University Students Union [Housing @ Manchester Metropolitan University Students' Union \(theunionmmu.org\)](https://www.theunionmmu.org)

3.1.13 Private Partner Halls

Whilst we work closely with all of our preferred Private Partners who advertise on our Accommodation Website, students book directly with them and are subject to their policies and procedures.

4. Consequences of Non-compliance [optional]

All students booking accommodation are expected to comply with the University's accommodation policies and terms. Non-compliance may result in the cancellation of the accommodation agreement.

5. Monitoring and Review

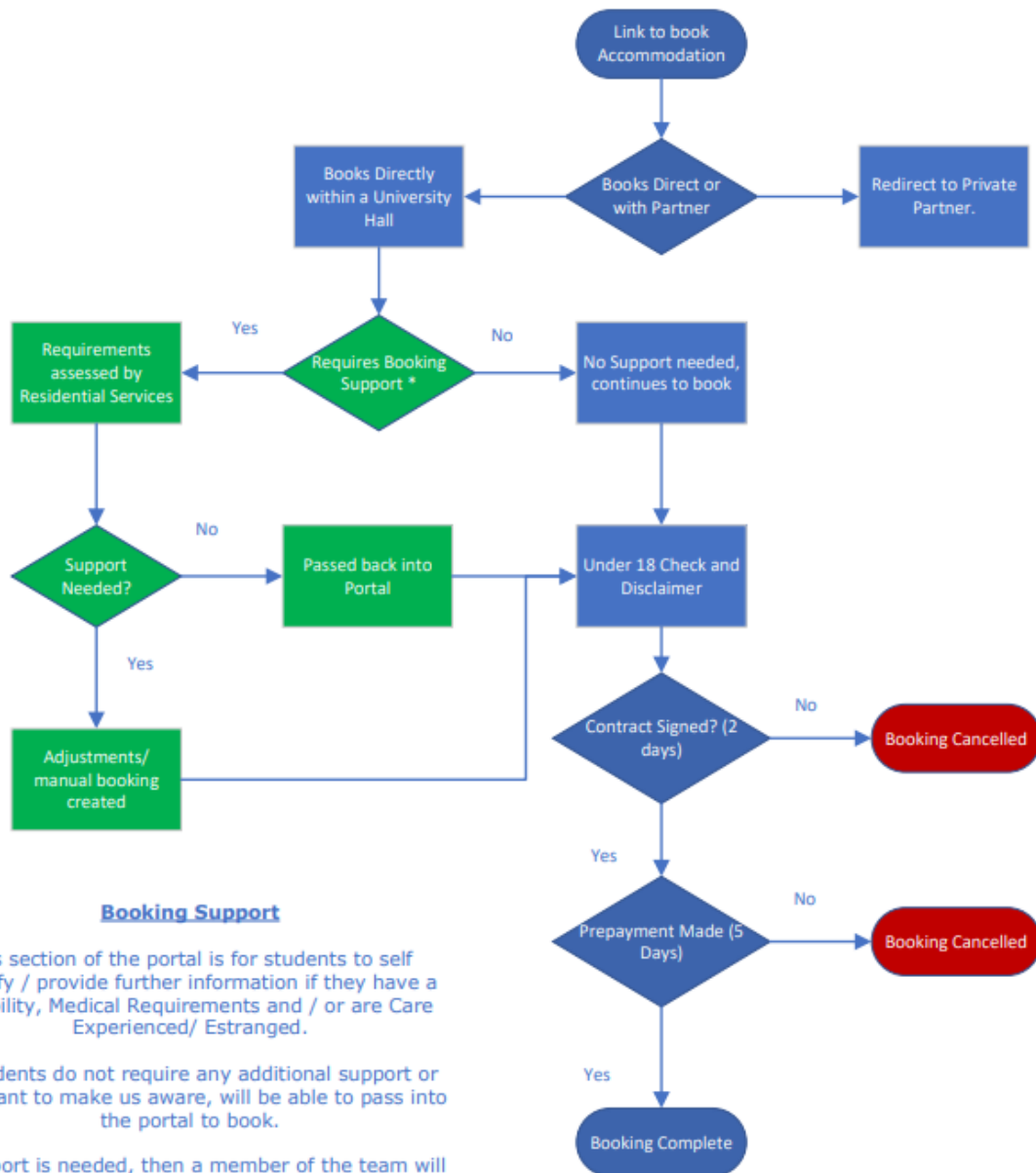
This policy will be reviewed annually by the Residential Management Team and changes will be authorised by the Residence Management Group.

6. Appendices

Accommodation self selection process via the accommodation portal.

Appendix A: Flowchart of the Accommodation self selection process via the accommodation portal

Appendix A



Booking Support

this section of the portal is for students to self identify / provide further information if they have a Disability, Medical Requirements and / or are Care Experienced/ Estranged.

If students do not require any additional support or only want to make us aware, will be able to pass into the portal to book.

If support is needed, then a member of the team will be in contact to speak to you in more detail about the information provided and what support can be offered.