Postgraduate accommodation

A guide for agents

We hope that you will find this brief guide to postgraduate accommodation helpful. More information is available from http://www.bristol.ac.uk/accommodation/postgraduate. If you have any further inquiries please email us at: Accom-Office@bristol.ac.uk

The University guarantees to provide an offer of single self-catered accommodation for new full-time postgraduate students during their first year of study in Bristol provided that they:

- are paying fees at the overseas rate,
- apply by 31 July 2017 and are unaccompanied,
- have firmly accepted an unconditional or conditional offer of a place of study,
- are new, full-time students in their first year of study at the University of Bristol,
- will be starting their studies by 25 September 2017,
- will be here for a full academic year.

The guarantee does not apply to students who:

- are paying fees at the home rate,
- miss the application deadline,
- have previously studied at the University,
- part of a couple or family*.

*please note: if you are acting for a student who is coming to Bristol with their partner or their family, you should advise them that they will need to look for privately rented accommodation. Please contact us for further help and advice on this option.
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Applications

Students can apply online from 3 May 2017 at http://www.bristol.ac.uk/accommodation/postgraduate/

Completing the online application

- Students will need to complete the Login Information: (Surname, Date of Birth Student Number)
- It is essential that the student provides their own email address. The accommodation offer can be identified by email address only, if it is sent to the agent the student will miss their offer
- Students will need to provide their personal details
- Students will be able to select a preferred residence and room type, however we cannot guarantee to offer them that residence or room type. We fill our en suite rooms very quickly. If your student receives an offer for a different residence or room type, this means that the preferred residence or room type is taken. They should accept the room offer.
- It is very important that students supply any health or hardship information relevant to their accommodation. Please be aware that a doctors’ certificate may be required as evidence of a medical or hardship need. This box should not be used for any other information such as preferred floor. Students who misuse this box will be placed on the ground floor.
- Once the form is complete the student should check their details and once correct click on” I Agree” button

A confirmation message will appear. The student can log back into their application at any time to see this message.

Accommodation fees and tenancy dates

Accommodation fees are not included in course fees. The fees vary according to room type, facilities and length of let. The fee includes rent, heating, cooking, hot and cold water and internet including WiFi. Laundry charges are not included in the fees.

Fees for 2017/18 will be available at http://www.bristol.ac.uk/accommodation/media/docs/postgraduate-fees-17-18.pdf

Fees will be available from late May 2017.

Other payments

Students will also be required to pay:

- A deposit or reservation fee of £500 when they accept their offer
- Personal possessions insurance of around £17 for the year
• A compulsory £35 Junior Common Room fee for residence social events

Please note: we cannot guarantee to meet room preferences, or room types

Please note that students cannot move in before the contract start date with the exception of students coming to Woodland or Deans Court from overseas who will be able to move in one day early. All other Students arriving early will need to arrange to stay in a hotel or guesthouse.

If your student wishes to stay in University accommodation for their postgraduate year, when making their postgraduate accommodation application, they should apply to either The Courtrooms, Chantry Court or Deans Court. Their pre-sessional tenancy contract will take them up to the move in dates at these three residences. Otherwise there will be a week’s gap between moving out of their summer accommodation and into their postgraduate accommodation and they will need to find their own accommodation during this week.

All tenancies are for a fixed term. No refunds will be given even if a student moves out early, unless a suitable replacement tenant is found.

**Accommodation offers**

Offers will be sent weekly from 17 July 2017. The offer will be sent to the student’s personal email address from the dates shown below, however due to the volume of applications it will take several weeks to get through all the offers. Students should not contact us to chase their offer until after August 1st.

The offer will contain details of the residence and room type offered but not the room number. Students should read all the documents included in offer very carefully and follow the instructions provided. The acceptance deadline is seven days from the date of the offer.

**Accepting the offer**

Before the deadline postgraduate students must

• access and accept the accommodation offer online.
• pay the deposit or reservation fee and insurance fee online (by card).

We cannot hold a room without payment and acceptance of contract. If a student is waiting for a visa and has been made an offer of a room, s/he should accept the offer. We cannot guarantee that another room will be available.

**Paying for accommodation**

A link to our online payment facility will be provided in the student’s offer. The student will need a credit card to make the payment. We are automatically updated with all payment therefore there is no need for a student to send us proof of payment.

The accommodation will not be reserved until the above fees have been paid in full.
Arrivals and moving in

Arrival and moving in details will be provided in the online Induction. Information about the induction process will be emailed to the student’s personal email address in August.

Residences

Facilities

All of our residences are non-smoking throughout. University owned residences are managed in compliance with the UUK code of Practice. A2Dominion owned residences Deans Court and Woodland Court, Unite owned residences Chantry Court and Orchard Heights, and The Student Housing Company residence The Courtrooms are managed in compliance with the National Code.

Bedroom

Rooms contain a single bed (with mattress and bedding), desk, chair, bookshelves, clothing storage and mirror.

En suite or shared bathroom

En suite rooms have a small bathroom attached to the bedroom. This contains a washbasin, mirror, shower and toilet and it is not shared with other students. If the room is not en suite the student will share a bathroom with other students.

Kitchen

Kitchens are shared with other students and contain a cooker (oven, hob and grill), fridge/freezer, microwave, kettle, toaster and cupboards for food storage. Pans, cooking utensils, crockery and cutlery are not provided, but students should be encouraged to travel light and buy what they need when they get here.

Internet

University owned residences have internet provided by ResNet – a high speed wired and wireless Internet access for students in residences. Over 90 per cent of students rate ResNet as good or excellent.

At New Bridewell, Chantry Court, Orchard Heights, Deans Court and Woodland Court the internet service is provided by StudentCom.

The Courtrooms has internet provided by Ask4.

Connection details for all services will be provided in the residence on arrival.

Insurance

Students will be required to buy basic possessions insurance cover when they accept their offer. Policy details can be found below:

- [http://www.bristol.ac.uk/accommodation/media/docs/insurance-policy-unite.pdf](http://www.bristol.ac.uk/accommodation/media/docs/insurance-policy-unite.pdf) details for Unite owned residences (Orchard Heights and Chantry Court)
• [http://www.bristol.ac.uk/accommodation/media/docs/insurance-policy-a2d.pdf](http://www.bristol.ac.uk/accommodation/media/docs/insurance-policy-a2d.pdf) details for A2Dominion residences (Deans and Woodland Court)
• [http://www.bristol.ac.uk/accommodation/media/docs/insurance-policy-tshc.pdf](http://www.bristol.ac.uk/accommodation/media/docs/insurance-policy-tshc.pdf) details for The Student Housing Company residence (The Courtrooms).
• [http://www.bristol.ac.uk/accommodation/media/docs/insurance-policy-fresh.pdf](http://www.bristol.ac.uk/accommodation/media/docs/insurance-policy-fresh.pdf) details for Fresh Student Living residence (New Bridewell).

Cancellations

How to cancel an accommodation reservation

To cancel an accommodation reservation the student must email the Accommodation Office, [accom-office@bristol.ac.uk](mailto:accom-office@bristol.ac.uk). The message must include the student’s name, student number and the name of the residence.

All students can cancel their accommodation reservation within seven days of accepting it, and receive a full refund of any monies paid provided they have not already moved into the accommodation. After 7 days the student remains liable for all charges until a replacement tenant is found. If a replacement tenant is found the student will be released from liability and any reservation fee or deposit refunded less a £50 administration fee and any rent due.

Cancellation rights at Chantry Court may vary, details will be provided in the offer.

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University of Bristol
The Accommodation Office  |  The Hawthorns  |  Woodland Road  |  Bristol  |  BS8 1UQ

✆ +44 (0)117 95 46640
✉ accom-office@bris.ac.uk

Office opening times: Monday 10-4, Tuesday 1-4, Wednesday 10-4, Thursday 10-4, Friday 10-4