



Owner:	Head of Residential Services
Version number:	2.0
Date of approval:	26 th September 2023
Approved by:	Chief Operating Officer
Date of last review:	September 2023
Effective date:	September 2024
Due for next review:	October 2025

Bournemouth University Accommodation Bookings & Guarantee Policy and Procedures

1. SCOPE AND PURPOSE

1.1 These policy and procedures are for Bournemouth University (BU) staff and students*.

**In this policy we use the term “student” to refer to individuals who (depending on the context) have applied to or been offered a place to study at BU*

1.2 These policy and procedures provide guidance for those involved in the delivery of BU accommodation, for staff who advise students on accommodation options and for students wishing to apply for BU accommodation.

1.3 These policy and procedures apply to BU accommodation including residences owned and/or managed by BU and residences which are managed by a third party with which BU has a formal agreement. See Appendix 1 for a breakdown of properties and management/lease arrangements.

2. KEY RESPONSIBILITIES

2.1 Residential Services is responsible for the maintenance of the StarRez booking system in accordance with the policies and procedures laid out in the document.

2.2 Marketing & Communications is responsible for providing information to prospective students based on the information provided in these policies and procedures.

3. LINKS TO OTHER BU DOCUMENTS

3.1 [Data Protection Policy for Staff and BU Representatives](#)

3.2 [Under 18s Accommodation Policy](#)

3.3 [Safeguarding Policy](#)

3.4 [Assistance and Emotional Support Animal Policy](#)

3.5 [Admissions – including the following:](#)

3A Standard Admissions Regulations: Undergraduate Programmes

3A Standard Admissions Regulations: Taught Postgraduate & Graduate Certificate/Diploma Programmes

3A Standard Admissions Regulations: Postgraduate Research Degrees

3B Recruitment, Selection and Admission (Postgraduate Research Degrees): Policy and Procedure

3B Recruitment, Selection and Admission (Taught Programmes): Policy and Procedure

3D Fraudulent Applications: Procedure

3E Criminal Convictions Procedure

3M Admission and Support for Students Under 18: Policy and Procedure

4. ACCOMMODATION GUARANTEE POLICY

BU guarantee a room in BU accommodation to all students who meet the following criteria*:

- It is the student's first year of study at BU
 - Student will be studying on BU Talbot or Lansdowne campus**
- Student meets the three deadlines set out in Table 1 below:

Table 1		1 st :UCAS application submitted by:	2 nd : Student status UF (Unconditional Firm) by:	3 rd : To have chosen and reserved room by:
Level and year of study of study	UG (Home) – September 2024	18:00, 31 January 2024	09:00, A 'Level Results Day 2024***	18:00, A 'Level Results Day 2023
	UG (International) - September 2023	18:00, 25 January 2024	18:00, A 'Level Results Day 2024***	18:00, 31 August 2024
	PG - September 2023	N/A	09:00, A 'Level Results Day 2024	18:00, A 'Level Results Day 2024
	All - January 2023	No guarantee of accommodation		
	All – January 2024	No guarantee of accommodation		

* Some exceptions, additional considerations or separate allocation processes can apply:

- Students who are Care Leavers (see section 5. below)

- *Students with an established medical condition or disability that impacts upon their living arrangements (see section 6. below)*
- *Students with relevant criminal convictions, depending on the outcome of BU risk assessment (see section 7. below)*
- *Students with dependants (see section 8. below)*

*** students on a nursing or midwifery course should be aware that it may be more appropriate to seek hospital or private rented accommodation close to their placement locality as they will be subject to NHS shift working patterns whilst on placement and will avoid unnecessary travel. They will be advised of this by BU's Academic Services team during the academic admissions processes as well as emailed with alternative options by Marketing and Communications once the student status is UF or CF.*

**** if a student does not meet the required UCAS points for entry on to their chosen course of study at BU, is not released back to UCAS Clearing but then accepts an alternative course offered by BU by 5pm on A 'Level Results Day (TBC) , their accommodation guarantee will be upheld.*

5. CARE LEAVERS

Students who have been in care for more than 3 months in the last 5 years are guaranteed* uninterrupted** accommodation in the [BU portfolio](#) for the full period of their studies. The deadline for students in this category to inform Residential Services of their need for accommodation is 6pm on 15th August 2024. Accommodation is not guaranteed after this date.

** If sections 6, 7 or 8 of this policy apply to the student's circumstances the considerations set out in one or more of those sections (as relevant) will take priority over the guarantee set out in this section 5.*

***The student needs to have reconfirmed to Residential Services their interest in renewing their guaranteed accommodation for the following academic year before the end of their current contract period. If the student does not do this then the guarantee of BU accommodation ends at that point.*

6. MEDICAL CONDITIONS AND DISABILITIES

6.1 BU is committed to supporting the needs of all students as far as reasonably practicable. We endeavour to accommodate all students falling within the Guarantee Policy. However, where a student declares a medical condition, a disability, or has an accredited Assistance Dog or Emotional Support Animal, which means that they require specialist or modified accommodation, or need the allocation of a specific type of room, this cannot be guaranteed, and, if suitable accommodation can be provided, it may not be possible to meet the student's preference as to the location, price or accommodation provider. For such students a needs assessment will be conducted by BU in conjunction with its accommodation partners, where relevant, taking into account third party advice or recommendations if appropriate (e.g. from a consultant). BU will then determine whether suitable accommodation is or can be made available (this might be existing accommodation in its current form or subject to reasonable adjustments made to meet the student's needs). If the assessment finds that BU and/or its accommodation partners is unable to accommodate the student, because there are no rooms available, reasonable adjustments cannot be made and/or the student's needs are such that they cannot reasonably and safely be met, BU will provide the student with information on seeking accommodation in the private sector.

6.2 Where a student declares a medical condition or disability that does not require physical adaptations to accommodation but which may indicate the existence of an ongoing risk to the student (or others) (e.g. epilepsy) BU may carry out a risk

assessment to ensure that appropriate support will be in place for the student to manage these risks in the accommodation context.

7. CRIMINAL CONVICTIONS

7.1 This section applies to any student who has disclosed a relevant criminal conviction as required under [BU policy 3E: Criminal Convictions Procedure](#).

7.2 Students will not be asked to make a separate declaration of criminal convictions as part of the accommodation booking process. Under policy 3E, where a student declares a criminal conviction BU carries out an assessment of any risks which may arise within the University environment from the declared conviction. This includes consideration by the relevant BU Panel of any potential risks arising from the student living in BU accommodation. The outcome of that risk assessment will determine whether and how the student can proceed to exercise their right to guaranteed accommodation under this policy as follows:

7.2.1 If the risk assessment determines that there are no risks which justify an impact on the student's right to guaranteed accommodation or restriction of the choice of BU accommodation, the student will be informed accordingly by the Panel. The student's guarantee of accommodation is not affected and they will be able to proceed with accommodation booking through the standard route. No information about the conviction or the risk assessment will be passed to Residential Services;

7.2.2 If the risk assessment determines that there are risks arising from the student living in BU accommodation but these could be adequately controlled through risk control measures put in place around the student's booking of accommodation, the Panel will specify the required risk control measures. These may mean restricting the student's choice of BU accommodation or putting other conditions around their booking. In these circumstances the student will be informed of the proposed control measures. If the student wishes to proceed to take up their right to guaranteed accommodation on this basis, BU will provide the student with the information and assistance required to make their booking in accordance with the risk control measures. Information about the required risk controls will be passed to Residential Services for this purpose, and information about the conviction and the risk controls will also be shared with a relevant third party accommodation provider of accommodation booked by the student if and to the extent necessary to enable the risk controls to be put in place. If the student does not wish to proceed to take up their right to guaranteed accommodation on this basis, Residential Services will be asked to provide the student with information on seeking accommodation in the private sector but will not be given any information about the declared conviction or the risk assessment; or

7.2.3 If the risk assessment determines that the risks arising from the student living in BU accommodation cannot be adequately controlled, taking into account all reasonably available risk control measures, BU will remove the student's right to guaranteed accommodation. Residential Services will be asked to provide the student with information on seeking accommodation in the private sector but will not be given any information about the declared conviction or the risk assessment.

8. DEPENDANT(S) AND THIRD PARTIES

The Guarantee Policy covers the individual student only. BU cannot accommodate dependants unless it is in accommodation that has been allocated by BU for such use. This type of accommodation is very limited and cannot be guaranteed to be available. If the student cannot be accommodated within BU managed accommodation BU will provide the student with information on seeking accommodation in the private sector. BU does not accommodate third parties who are not dependants.

For the purpose of this policy:

A 'dependant' is a spouse, civil partner, child or parent of the student, or a person living in a single household with the student (excluding tenants, lodgers, boarders and employees).

A 'single household' is formed by: a family; single person; and employer and certain domestic employees (who provide a service and do not pay rent / other consideration); a carer and the person receiving the care; and, a foster parent /foster child.

A 'family' comprises a couple (whether or not married, and including same sex couples), a parent, grandparent, brother, sister, child, grandchild or step child, cousin, niece or nephew or aunt or uncle. Half-blood is treated as a relationship of full blood.

9. BOOKING PROCESS

- 9.1 When the booking cycle opens all students who have accepted a conditional (CF) or unconditional (UF) offer will be able to complete stage 1 of the booking process. This allows them to register their interest in BU accommodation and to confirm some personal information about themselves.

At this stage of the process students will also be asked to declare whether they have any medical needs or disabilities that might impact on their accommodation options, or have dependants or other third parties (see 8.). As explained above, students declaring any of these will not be able to proceed through the process as described below until a needs assessment has been carried out. At this stage, BU will contact the student to discuss their individual circumstances for the purposes of an appropriate needs or risk assessment.

- 9.2 Once rooms are made available for booking all students who hold an unconditional offer (student status of UF) will be contacted and invited to complete the booking process (Stage 2). They will be required to log into the system, self-select any available room, sign the accommodation contract and make the required payment to confirm the booking.
- 9.3 Students booking a room with a BU Licence agreement will need to make the required payment during Stage 2 of the booking process. This completes the booking process for these students.
- 9.4 Students booking a room for all other properties will have their details passed to the BU's third party accommodation provider at the end of Stage 2. The third party provider will then contact the student with instructions on how to complete their booking.

10. PAYMENTS

- 10.1 Students with a BU Licence agreement will be required to pay their first rent payment (£250) at the time of completing their booking

10.2 Students for all other properties will agree payment arrangements with their accommodation provider following the completion of Stage 2.

10.3 In all cases rents are collected in three instalments. The instalment dates for these payments are in September/October, January and April/May (to coincide with student loan payment dates).

11. ROOM RELEASES

11.1 September 2024 – release of rooms will be from Tuesday 2nd April 2024.

11.2 January 2024 – release of rooms will be planned and staged through November and December 2023

11.3 January 2025 - release of rooms will be planned and staged through November and December 202

11.4 Releases will generally contain room types from across all accommodation options and will not be restricted to certain buildings. The exception will be when there is a PG only intake when only PG rooms will be released.

11.5 A proportion of cluster flats within Halls and BU Managed Housing will be reserved for single sex accommodation.

12. SELF-SELECTION

12.1 Students self-select rooms and will be able to choose from all rooms available at the time of booking.

13. ROOMS ALLOCATED BY BU

BU will only allocate rooms for students (i.e. self-selection will not apply) under the following circumstances:

- If the student or student has a specific need that has been identified through the registration stage, e.g. a medical condition or access requirement and an assessment of needs has shown that they need specific accommodation (see section 6).
- If this forms part of a risk control measure in relation to a relevant criminal conviction (see section 7).
- If the student has requested family accommodation (see section 8.)
- If the student is under the age of 18.

14. ROOM RESTRICTIONS

Normally students will be able to choose from any available accommodation option. To assist decision making, comprehensive information about each accommodation option will be provided on the accommodation booking portal and/or BU webpages.

15. BUS PASSES

15.1 All Accommodation costs will be quoted including a bus pass. Students will however have the option to 'opt-out' of the purchase of the pass at the booking stage, through to the end of their [first term of study](#).

16. ResLifeBU

16.1 All Accommodation costs will be quoted including a sum which is a fee for the ResLifeBU programme. This programme and the associated fee is an integrated part of the accommodation contract and it is not possible for students to opt-out.

17. PERSONAL INFORMATION AND DATA PROTECTION

17.1 BU will hold and process all personal information in accordance with the data protection legislation. Currently this means the EU General Data Protection Regulation (GDPR) and the UK legislation which implements and supplements the GDPR.

17.2 Personal information collected during the booking process will be used by BU and third party accommodation providers for the purpose of administering applications for accommodation in accordance with this policy. As described above, this includes the use and sharing of information about medical conditions and disabilities for the purposes of assessing and responding to students' needs. It also includes the use and sharing of information about relevant criminal convictions and any associated BU risk assessment as described in section 7 above. The process set out in section 7 is intended to ensure that information about declared relevant criminal convictions is only processed in respect of accommodation to the minimum extent necessary for safeguarding purposes.

17.3 Where the student has chosen to apply for BU-owned/managed accommodation, personal information collected during the booking process will also be used by BU for the day-to-day management of that accommodation.

17.4 Where an student has applied for externally-owned/managed accommodation, the student's information will be shared with the relevant third party accommodation provider(s). This includes the student's: name, date of birth, home address, email, telephone number and, when relevant, any disclosed medical or disability information and information about any relevant criminal conviction and the associated risk assessment by BU as provided for in section 7. Information shared with a third-party provider will be used by them to administer the application for accommodation and (where the application is granted) subsequently for the day-to-day management of that accommodation.

17.5 For students over the age of 18, information held by BU and third-party accommodation providers will not be shared with other third parties or for purposes other than those set out in this policy, except in very limited circumstances where either BU or a third party provider determines that this is necessary to safeguard the welfare of individuals. After the booking process is completed, BU and third-party accommodation providers will share additional information about students living in third-party provider accommodation with each other in very limited circumstances where this is assessed as necessary to safeguard the welfare of individuals.

17.6 During the booking process, students can provide some additional information about themselves, such as [their course of study, hobbies and personal interests]. This information (not linked to names or other identifying details) will be made available to other students during the self-selection booking process to help students choose their flatmates.

General

18. **APPENDICES**

Appendix 1 Management of BU Allocated Accommodation

Appendix 1 - Management of BU Allocated Accommodation

Building	Number of beds available for students	Owned by	Model	Rent collected by	Student holds accommodation agreement with
Chesil House	210	CLV	Nominations agreement	CLV	CLV
Corfe House	308	Student Roost	Nominations agreement	Student Roost	Student Roost
Cranborne House	497	CLV	Nominations agreement	CLV	CLV
Dorchester House	590	iQ Students	Lease agreement	BU	BU
Lyme Regis	400	CLV	Nominations agreement	CLV	CLV
Purbeck House	518	UNITE	Nominations agreement	UNITE	UNITE
Okeford House	94	CLV	Nominations agreement	CLV	CLV
Student Village	270	TVT	Lease agreement	BU	BU
St John's Road	28 (January arrivals only)	Private Landlord (Taylor Group Properties)	Lease agreement	BU	BU
Unilet	21	Private Landlords	Bournemouth private rental market rates	BU	BU
Bailey Point	550	Yugo	Nominations agreement	Yugo	Yugo
Lansdowne Point	257	Kaplan	Nominations agreement	Kaplan	Kaplan