

Student Allocation Policy

How will you assess my application?

We will consider your application as long as it meets the following criteria:-

- You are 18 years or older when starting your academic course
- You will be, or are currently, attending/enrolled at University/College
- You are not currently in breach of an existing tenancy agreement for any reason
- There is a suitable room available that meets your requirements

Disability and Special Requirements

We will make every effort to meet the needs of students with disabilities or special needs.

If you have a medical condition/special need that affects your accommodation requirement please let us know in the additional notes section when you complete your application online or by paper form.

We will reject your application if any of the following apply:-

- You are currently in breach of an existing tenancy agreement for any reason
- There is no suitable room available that meets your requirements
- You do not meet the criteria listed above

When will an offer of accommodation be made?

When you complete your application we ask you to state your preferred choices. We will then make you an offer of accommodation if a suitable property is available. We aim to do this within 5 working days of receiving a completed application. We will endeavour but cannot guarantee that we can meet all requirements, and if your first preference is not available we will let you know this when we offer you your accommodation.

If we cannot offer you suitable accommodation we will contact you and ask if you wish to be placed on a waiting list.

What happens when I am on a waiting list?

You will stay on the waiting list/s of your choice until a property is available.

When a property is available, we will contact you detailing the offer of accommodation.

How long is an offer valid?

The offer of accommodation must be accepted by you within 5 working days or it will be withdrawn.

How do I accept the offer?

You must firstly return, provide or complete the following:-

1. Complete the tenancy agreement on paper or accept the Tenancy Agreement online
2. Pay the deposit
5. You may pay one fixed payment for the year (for which a discount may be applicable) or pay in four instalments. The first instalment will be due before or on the day you move into your room and further payments will be required in October, January and April

Appeals

If you wish to appeal against a decision made about your application for accommodation you will need to contact The Scheme Manager at the relevant site, in writing, stating the reasons for the appeal.

Complaints

If you are not satisfied that Quantum Hotel Group has complied with this policy and wish to complain, our complaints policy gives information on what you should do, together with details of how we will handle your complaint.

Data protection: access to files

We will allow you to have reasonable access to personal information we hold about you (as long as someone has not given us this information in confidence e.g. doctor, social worker, probation officer etc.) You can correct your information or record your disagreement with any information we hold. You can apply by writing to the address above. If you request copies of information you will have to pay a reasonable fee to cover our expenses. We will respond within 30 days.

Equality and Diversity: Equal Opportunities Policy

“We are committed to ensuring that there is equality of opportunity in all our areas of activities. Our Equality and Diversity Policy enables us to ensure that we promote a culture based on principles of fairness, dignity and respect.”

Bay View
Breeze
Hotel