

Frequently Asked Questions

The Key points for students to remember when applying for our accommodation are:

- You can apply for our accommodation **as soon as you have received your Student ID number, offer to study, or invite to interview** (even if you haven't chosen your FIRM/INSURANCE choice we recommend you apply as soon as possible). You do not need to wait for an invite to apply for accommodation
- Apply for the correct year / application type. i.e. if you are coming in September 2022 then apply under 22/23. The portal for 22/23 (Please keep checking our website for details when the portal will open).
- You will only be sent a room offer once you have confirmed your attendance to the university (i.e. met the conditions of your offer, received your exam results & accepted your place)
- Allocations are made based on date of application (1st come 1st served) You are not guaranteed to receive a room offer for one of your chosen preferences.
- You will be notified via email of your room offer (therefore please **do not use a college/sixth form e-mail address** as this will expire and regularly check your email inbox and junk/spam folders for correspondence regarding accommodation)

How do I apply for accommodation? You apply via the Liverpool Life Portal <https://liverpool-life.liverpool.ac.uk> . 1st Year Undergraduate students can apply when they receive an offer to study or invite to interview. You do not need to wait for your invite to apply for accommodation.

Where do I find my Student ID Number? This is included on your offer to study sent via email, or your offer to study. This nine-digit number always begins with "20....." and must be quoted at all times when contacting the Accommodation Office.

Am I guaranteed accommodation? If you're a new undergraduate student, we guarantee to find you accommodation either within University Owned accommodation or with our University approved providers if:

- You have the University of Liverpool as your 1st choice and you have accepted an Unconditional Firm offer (UF) or a Conditional Firm offer (CF)
- AND**
- You apply for your accommodation no later than 31st July in the year you are coming to University.
 - Conditional Insurance (CI) or students who come through clearing aren't guaranteed accommodation, however, we have been able to assist all students in the past or provide assistance through Liverpool Student Homes.

When will I receive a room offer? How do I receive my room offer? Conditional offer holders will receive an offer of accommodation once exam results have been released and they have confirmed their place at the University of Liverpool. This is usually in August. Please visit the Accommodation website for a timeline of accommodation applications and offers: <https://www.liverpool.ac.uk/accommodation/applying> Unconditional offer holders, who have confirmed their acceptance and are an expected entrant will receive an offer within a short time period of applying.

Will I get one of my 3 preferences of accommodation? It is important to remember that we cannot guarantee to offer you any of your 3 preferences. Allocations are made based on date of application (first come first served basis). Therefore we recommend that you apply as soon as possible and consider all locations and room types when looking at our accommodation.

Do I need to pay a deposit? From September 2021 we will not be requesting deposits to secure your room. Once you accept your offer, your room is secure and you are then bound to the contract and the terms therein.

Can I change my preferences once I've submitted an application? Yes, you can change your preferences at any stage prior to receiving an offer. To do this, simply email accommodation@liverpool.ac.uk with your Student ID number and your 3 new preferences in full and we will amend these for you. This does not affect the date of your application.

Can I request to live with a friend? Due to the volume of 1st year students arriving into halls, we do not arrange friendship groups and are unable to guarantee to place 1st year undergraduates in a friendship group. However, you can visit your friends in other halls/flats and will expand your friendship circle.

Can I request a particular flat/floor/block? Due to the high number of 1st year students, we are unable to place you in a particular flat, floor or a flat with a particular number of students. You could be in a flat sharing with 1 other student and sharing with up to a maximum of 8 other students (15 with catered accommodation), depending on your room type and hall.

Accommodation Office

E: accommodation@liverpool.ac.uk

T: +44 (0)151 795 0319

W: www.liv.ac.uk/accommodation

Do you operate room moves? Yes. We operate a room move service throughout the year if you are not happy with the room that you are in. Place a request under the requests section of the Liverpool Life portal to notify us that you want to move room. Room moves are subject to availability and operated in date order.

When do I need to pay for accommodation? All Accommodation Fees are paid online to the Student Fees Department in 3 equal instalments or in full in October. Payment is not required prior to your arrival. You can find further information by visiting <https://www.liverpool.ac.uk/accommodation/current-students/payments/> If you have any further queries regarding paying accommodation fees, please contact the Student Fees department and quote your Student ID number: Email: feeseng@liv.ac.uk or Tel: 0151 794 6777

Can I bring my car? There is no parking available for students on campus in any of our halls. We do, however, have parking at our popular Greenbank Student Village. Car parking is limited and there is an annual fee for parking. Please contact your Hall directly to obtain a parking permit after you have secured a room offer.

What transport is provided to the off-campus halls? There is an Arriva "699" bus service which runs from our Student Villages to Campus regularly. Students will need a bus pass to use this service for travel to University and around the North West and we recommend purchasing this through the [Liverpool Guild of Students](http://www.liverpoolguild.org) who often secure a discounted ticket. <https://www.liverpoolguild.org/arriva-bus-pass>

Do we get insurance as part of Residence Fee? Yes, basic contents insurance via Endsleigh is provided. You can extend this cover for expensive items. You can find more information and a copy of the current policy in the important documents section on www.liverpool.ac.uk/accommodation/applying

Can I cancel my contract after accepting? You can cancel your contract within 7 days of accepting without any penalties. After 7 days of accepting your contract you are legally bound to the terms and the fees for the full duration, whether you move into the accommodation or not. We therefore recommend you read the licence agreement carefully. You can find more information on the termination policy on our website <https://www.liverpool.ac.uk/accommodation/current-students/leaving-early/>

What is the Accommodation Discount? The University and the Guild have agreed to offer a new accommodation discount worth £800 to students living in University accommodation, if they are in receipt of the full or partial Liverpool Bursary as well as other bursaries such as Care Leavers. To find out if you are entitled to the Accommodation Discount, please read through the Accommodation Discount Guidelines: <https://www.liverpool.ac.uk/accommodation/find-accommodation/accommodation-discount/>

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Can I bring a pet with me? Pets are not permitted within our halls of any kind, this includes, but is not limited to; dogs, hamsters, cats, gerbils, snakes, fish, stick insects, ants, reptiles, amphibians, horses.

Which accommodation is closest to my lectures? Please check the campus map for details to locate the halls and where your lectures will be held. Please be advised that we do not house students based on their academic course. All allocations are made based on a 1st come 1st served basis. However, if you are on campus, you can walk from any of our halls to your lectures within 15 minutes. If you are in Greenbank Student Village you the bus drops you outside University Square on Campus.

Do you house students based on their course? We don't house students based on what they are studying. You could be housed with students who are studying various subjects, however, this will also give you something interesting to talk about amongst your flatmates.

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