

Room Move Policy

Room move requests are considered on a case-by-case basis and are dependent on room availability. **In all instances, evidence of the need to move rooms will be required.** This may be from the Wellbeing Team, the Disability team, the Student Funding team or your medical practitioner.

Applying for a room move

Unless there are exceptional circumstances, the room move application process does not commence until mid-October.

If you wish to change rooms, then a Room Move Request form must be completed. You can find the form under accommodation policies on YSJ website or if you email us we will email you the link.

Enquiries over the phone, via email or in person will not be considered as formal requests

You can specify three preferred room move locations, but we cannot guarantee that we will be able to meet these preferences. You may be offered a room at an alternative location.

Before completing the form, please consider the following

- If your request is maintenance related, please report the issue to either the repairs or UMH helpline repairs@yorks.ac.uk or umh.helpline@yorks.ac.uk
- If your request is well-being or welfare related, please contact the Wellbeing team to discuss

<https://www.yorks.ac.uk/health-and-wellbeing/wellbeing-support/>

- If your request is finance related, the Student Funding team are able to provide support and guidance around money management <https://www.yorks.ac.uk/students/your-finances/>

What happens next?

Once your application is received, a member of the Accommodation team will contact you within 5 working days to discuss the reasons for your request.

The Accommodation Services Manager reserves the right to refuse a room move if there are any outstanding accommodation fees or if it is deemed that it would not be in the best interest of the University or the immediate community

Deadlines you must meet

Accepting a Room Move Offer

- a. You are required to respond to your room move offer within 48 hours of receiving the offer email. A written response must be sent via email to accommodation@yorks.ac.uk.
- b. If you fail to respond to the offer within the given time frame, we will assume the room move is no longer required and the request will be cancelled.
- c. An administration fee of £50 will be payable for facilitating a room move. This will be added to your Accommodation account upon receiving confirmation of your room move acceptance.

Moving to Your New Room

- a. Once you have accepted your room move offer the Accommodation Team will specify the date(s) on which you are required to move; this will include a date on which you can collect your new key and a date your original key must be returned by. If you have reason to believe the date(s) specified will not be feasible you must give the Accommodation Team at least 24hrs notice and a new date will be given to you.
- b. Keys will only be issued if a valid York St John ID card is presented at the time of collection.
- c. If you fail to collect your keys on the date specified, we will assume the room move is no longer required; the request will be cancelled and the £50 fee will be forfeited.
- d. Additional charges may be issued at the discretion of the Accommodation Services Manager if you fail to return the keys to your original room on the date specified.
- e. You are expected to leave your original room in a reasonable condition. If the room is found to be in an unacceptable state, damage charges may be issued at the discretion of the Accommodation Services Manager.
- f. If you move to a higher- or lower- priced room, your Accommodation Fees will be adjusted accordingly.

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