

Frequently Asked Questions: Accommodation at Coventry University

Section 1: About the halls and rooms

Is the accommodation University-owned or independently owned?

We offer several different types of accommodation. Some accommodation is owned and managed by the University, but we also have partnerships with commercial providers such as UNITE Students, Host, Study Inn, Downing Students, Liberty Living and Derwent Living.

Throughout this document we will use the following key to answer your questions:

UO/M - University-owned and Managed accommodation

P - Partnership accommodation

There is a summary of which properties are University-owned, Managed or Partnership on the last page of this document.

We also have a wide variety of accommodation in the private sector, including shared houses and apartments. See the FutureLets website for more information.

www.futurelets.co.uk

Are your halls/rooms single or mixed sex?

We offer both single and mixed sex accommodation in our shared flats, blocks and houses.

Please specify your gender sharing preference in your online application, and while we will do our best to accommodate it, it cannot be guaranteed.

Can I smoke in the accommodation?

All our accommodation is strictly 'no smoking.'

Can I put posters up in my room?

UO/M: Posters are not allowed on walls, however there are notice boards provided in each bedroom.

P: Please speak to the individual partner property.

Can I bring my own kettle/toaster etc.?

We have created a facilities table, outlining all the appliances provided in each of our accommodations.

Please refer to this table on our website for further information on what is provided.

Can I have friends or family to stay over?

UO/M: Yes. When a student occupies the room as a single private study room, they are permitted to have one overnight/weekend guest in the room, providing the student obtains permission from their Residence Officer prior to the guest arriving.

If you have guests visiting you in your accommodation, you need to accompany them at all times, and ultimately you are responsible for their behaviour in the accommodation.

P: Please check with your chosen partner property.

When can I move in?

UO/M: Arrivals weekend for new students in 2017 is 23 and 24 September. On Saturday 23 September we will open between 9.00am to 6.00pm and on Sunday 24 September the opening times will be 12.00pm to 4.00pm.

You will receive an email inviting you to select your arrival time slot, and you will receive specific information relating to the accommodation you have been offered.

P: Our partner properties will email relevant arrival information to you before you arrive, including directions and parking arrangements.

What times of the day are the meals in catered halls?

Hall	Breakfast	Evening Meal
Priory Hall (served from TheHub)	8.00am - 10.00am	4.45pm - 8.00pm
Quadrant Hall	8.00am - 10.00am	5.00pm - 7.00pm

Will I be placed with other students studying my course?

The FutureLets team allocate rooms on a first come, first served basis so the mix of courses being studied will be random within each flat.

Whereabouts in the city is each hall located?

Please refer to the Coventry University website at www.coventry.ac.uk/accommodation where you will find a map of the properties.

All of our accommodation is within walking distance from the main University campus – some properties may be 30 seconds away, while others may be 20 minutes away.

All Enquiries

T: 024 7615 8158

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Section 1: About the halls and rooms (continued)

What security is there?

There is good security in all of our accommodation, although the type of security varies between properties. We offer a range of security features, including patrols of sites, CCTV, and access control.

Which accommodation options have free sports membership?

UO/M: All University-owned and managed properties provide free sports membership at the University gym.

P: Partner properties do not provide sports membership as standard; however, Market Way and City Village do provide their own on-site gym for their residents.

For further details on sports membership fees, go to www.coventry.ac.uk/sportmember.

What can I expect to find in my University-owned or managed accommodation?

Please refer to the facilities table on our website for a full breakdown of what equipment is provided in each of the accommodations, www.coventry.ac.uk/accommodation.

Can I have a TV in my room?

You can have a TV in your room; City Village and Market Way provide them as standard. However, you will need to purchase a TV Licence for your room if you wish to watch live TV or catch-up services.

Please check the TV Licence website if you are unsure www.tvlicensing.co.uk.

Can I have a fridge in my room?

UO/M: This may be possible, but you will need to check with your Residence Officer before buying one. Where a fridge is allowed, it must not have a freezer compartment or ice box.

P: Please check with the individual partner property.

I am staying in self-catered accommodation, will I have my own cupboard to store my crockery, cutlery and cooking utensils?

Individual cupboards will not be assigned to individual rooms. It is left to the discretion of occupants how they choose to use/allocate kitchen storage.

We advise that students wait till they arrive in Coventry before purchasing such items. To reduce clutter/duplication, it may be worthwhile to purchase these items as a group with your new housemates.

What date can I move in?

You can move in from the first day your contract starts.

UO/M: You can find your contract start date on the individual property pages on our website, www.coventry.ac.uk/accommodation, or by logging into your accommodation application account and viewing your room offer.

P: Check the individual property pages on the Coventry University accommodation website for the contract dates of your property. Your contract dates should also be on your contract or tenancy agreement. If you cannot find the dates, please speak to the partner property directly.

Can I move in early?

Unfortunately you cannot move in earlier than the start of your contract, as the rooms will be being cleaned in preparation for your arrival. It may be worthwhile to check in to a Bed and Breakfast or hotel if you need to arrive in Coventry before the start of your contract.

Can I keep my pet in my student accommodation?

UO/M: This is not possible and will be in violation of the terms and conditions of the Licence to Occupy. Pets will only be considered if they are an active and vital part of a medical or rehabilitation programme, supported by medical evidence. Wellbeing pets accepted on these conditions are subject to separate Terms and Conditions in addition to the Licence to Occupy.

P: Please check with the individual partner property for their policy on wellbeing pets.

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Section 2: Applying for your accommodation

When can I apply for accommodation?

From 8 March 2017, you will be able to submit an online application to FutureLets on behalf of Coventry University through our website, provided you have been offered an unconditional or conditional place of study, and you have made Coventry University your 'Firm' choice on UCAS.

To apply online you will need your Student ID number which will be sent to you separately by the Recruitment office. Once an accommodation offer is made, you have three days (this changes to one day after A level results are available) to accept the offer, pay your deposit and initiate a payment plan to confirm your booking.

UO/M: You will be asked to pay a security deposit, which is refundable to you at the end of your contract, subject to any damage charges or outstanding fees.

P: The deposit types and amounts vary for each of the partner properties – please speak to them directly for more information, or take a look at the property pages on our website www.coventry.ac.uk/accommodation.

You can reject the offer at this time if you are not satisfied, and no penalty charge will apply. However, you will **NOT** be able to re-apply if you choose to reject the offer of accommodation, and you will **NOT** be made an alternative offer of accommodation. We make our offers of accommodation based on the best available on the day, and based on the information included on your application.

Please note that you will not be able to apply for University-owned or managed accommodation if you have applied to a CU Coventry college course.

What are my chances of getting my first choice?

To apply for University accommodation online you need to have made Coventry University your 'Firm' choice on UCAS. Once an academic offer converts to an unconditional place, the FutureLets team will allocate a room on a first come, first served basis. It is important when you submit your online application that you complete all the options requested, to give our team the best chance of allocating you a suitable place. All our offers of accommodation are made strictly subject to availability. Due to demand, we are not able to guarantee that a particular property will be offered to you. However, you can be sure that your preferences will be taken into account as far as possible.

Is priority given to first years?

Yes. The majority of our accommodation is for first year students and only a small percentage is offered to returning students with compassionate grounds to apply. There is plenty of private accommodation available for second and third year returning students though, which FutureLets can help you with.

We will endeavour to offer University-owned, managed or approved accommodation, provided you have submitted an online application.

Can I apply if Coventry is my insurance choice?

No, Coventry University needs to be your 'Firm' choice university before you can submit an application for accommodation.

Is the accommodation contract long enough for my course?

We have a number of contracts that you can choose from that will coincide with the length of your course e.g. 38, 40, 43 and 44 weeks for undergraduate students. You can select the number of weeks you need during the application process. However, please note that the accommodation contracts are independent of course lengths and dates, and are not guaranteed to cover the entire duration of your course's academic year.

Please check with your faculty for your specific course dates. We will try wherever possible to provide students with extensions of their accommodation contract if needed, but unfortunately we cannot guarantee this, and it may involve moving to an alternative accommodation for the duration of the extension.

I have accepted Coventry University's offer as my 'Firm' choice – when will I receive my accommodation offer?

Conditional Firm (CF) applications will be held until confirmation from UCAS and the University that your academic conditions have been met. When your status has changed through UCAS to Unconditional Firm (UF) and you have met the academic requirements for the course then you will be made an offer of accommodation. Offers are sent from mid-May onwards, provided you have met the above conditions.

I am trying to apply for accommodation online but it is asking for a Student ID number: where do I find this?

Student ID numbers are emailed directly to applicants and sent in hard copy to all students who had an Unconditional or Conditional offer in February of the year of entry. Those who receive offers after this time will be able to find the Student ID number on their offer letter.

If you do not have an offer letter, you can email studentenquiries@coventry.ac.uk, or send us your full name, date of birth and course of study to unihalls@futurelets.co.uk.

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Section 2: Applying for your accommodation (continued)

What if I want to go for private accommodation?

FutureLets, the University's 'one stop shop' for accommodation, has a variety of private accommodation available.

For further details go to www.futurelets.co.uk or contact us directly at enquiries@futurelets.co.uk or by telephone on **024 7615 8158**.

Is it possible to book a shared room?

All rooms are single occupancy EXCEPT Market Way (PG) where students can share.

What if I am a Clearing student?

Priority is given to students who originally selected Coventry University as their 'Firm' choice. All applications are processed and rooms allocated on a first come, first served basis (subject to availability). We hold specific House Hunt events in August and September following Clearing to support students still looking for accommodation.

I would like to live with a group of my friends. What do I do?

Please specify this within the additional notes section within the online application so that this can be taken into consideration during the room allocation process. You will need to include the full names and Student ID numbers of your friends, and each of your friends will need to specify your full name and Student ID number for this to be considered. We will do our best but unfortunately it cannot be guaranteed.

Are there disabled-adapted rooms available to book?

Unless requested and confirmed, rooms will not necessarily be disabled-adapted. Coventry University has a range of accessible rooms on most sites, subject to availability and the submission of medical evidence. You must indicate this on your application if you have limited mobility or any other impairment that may require you to be housed in a disabled-adapted room.

Please contact the FutureLets team if you have any queries.

What if I require ensuite accommodation for a medical condition?

Wherever possible we will take this into account, though it cannot always be guaranteed. As with other medical conditions requiring specific accommodation, we will ask for medical evidence to support your application, to ensure the allocation of rooms is as fair as possible to ALL students.

I am a Pre-Sessional student but I am starting my degree next academic session: can I book a room early?

You can apply for your September accommodation at the same time as your Pre-Sessional accommodation. However, we will not be able to process your September application until you have passed your Pre-Sessional course, and received a formal offer for your September course. We will not be able to process any post-PSE applications until all these conditions have been met.

Can I view some rooms before I submit an application?

You are welcome to attend an Open Day event where we showcase a range of catered and self-catered accommodation or you can view virtual 360° tours on our web pages at www.coventry.ac.uk/accommodation.

Please note that not all accommodations will be available on every Open Day. You can find our latest Open Day dates here:

www.coventry.ac.uk/study-at-coventry/visit-our-open-days.

I cannot attend an Open Day. Can I schedule an appointment to view rooms at my convenience?

Please email us at unihalls@futurelets.co.uk and we can try to arrange a tour for you, and while we will do our best, this may not always be possible.

I am an international student and require accommodation. What do I do?

You need to submit an online application, and we will process your application once you have met all of your academic conditions and confirmed Coventry as your 'Firm' choice university. Once we offer you a room, you will need to pay 1/3 of your rent upfront. If for any reason you do not come to Coventry University after you have accepted a room offer, refunds will only be given in exceptional circumstances.

I was away on holiday and my room offer lapsed/ was withdrawn. What do I do?

Unfortunately, we are only able to make one offer of accommodation to each student that submits an application for University-owned, managed or partnership accommodation. However, do not despair as FutureLets has a team that can support you in securing accommodation within the private sector.

Please email enquiries@futurelets.co.uk for more information, or visit our website at www.futurelets.co.uk.

I am unable to pay the deposit now, please can you extend the room offer?

Only in exceptional circumstances are we able to extend room offers, and these are determined on a case-by-case basis.

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Section 3: Accommodation costs and payments

What are the price ranges for accommodation?

Cheapest option – Self-catered, single room (non-ensuite) in a University-owned house @ £4,520 on a 40 week contract.

Premium option – Self-catered, ensuite room @ £6,493 on a 43.3 week contract.

What is the average price per annum?

£5,600 for a 40 week Undergraduate contract in self-catered, single superior room (non-ensuite) accommodation.

What is the difference in price between catered/self-catered and ensuite/shared bathroom?

Self-catered, single room (Ensuite)	£5,805 - £6,493 (43-44 week contracts)	Self-catered ensuite accommodation which includes utility bills and contents insurance as part of the inclusive rent (within select accommodation).
Self-catered, single room (Non-Ensuite)	£4,520 - £5,600 (40 week contracts)	Self-catered accommodation which includes utility bills, sports membership and contents insurance.
Catered, single room (Non-Ensuite)	£5,396 - £5,548 (38 week contracts)	Catered accommodation which includes 10 meals a week, utility bills, sports membership and contents insurance.

How much do I need to pay as a deposit?

UO/M: If you accept an offer of accommodation in a University-owned or managed property, you will be required to pay a security deposit and set up a payment plan for the remainder of your rent. For UK and EU students, you will be required to pay a £300 security deposit; for international students, you will be asked to pay a £300 deposit plus your first instalment of rent.

For more information, please visit our payment information pages at www.coventry.ac.uk/accommodation.

P: Each partner property has their own deposit amounts and types - some may ask for a rental deposit, whereas some may ask for a damage deposit.

Please refer to the individual property pages on our website for further information www.coventry.ac.uk/accommodation.

What payment plans are available?

UO/M: There are four payment options for all University-owned and managed properties. If you choose to pay in instalments, these will be due in November, January and April, and are timed to coincide with the Student Loan payment dates.

The payment options are:

Option 1: Payment of rent in full by credit/debit card

Option 2: Set up three recurring credit/debit card payments

Option 3: Set up three Direct Debit instalments (must have a UK bank account)

Option 4: Those that 'do not' hold a UK bank account or valid credit/debit card can pay the full amount by PayToStudy.

The University's preferred method of payment is by Direct Debit or recurring card payments over three instalments. You can

also pay in full by credit or debit card when you accept your accommodation online.

P: Please see our webpages where you will find a payment schedule under each named property. This will outline what deposit you need to pay and the choice of instalment plans that are available.

Your accommodation contract will be direct with the partner property and your payments will be made to them, **not** to FutureLets.

Does the rent include utility bills?

UO/M: All University-owned and managed accommodation includes gas, water, electricity, basic contents insurance and internet within the rent. WiFi access is available in Priory Hall, Quadrant Hall, Singer Hall and Lynden House, 72a St Margaret Road, and most of the University-owned houses (the rest being on wired internet access).

P: Partner properties all provide internet, gas, water and electricity within the cost of your rent (with the exception of The Apollo Works, which operates a fair usage cap).

All our partner properties provide basic contents insurance (except Market Way).

If I pay my accommodation fees in full, do I get a discount?

UO/M: There is no discount for paying your accommodation fees in full.

P: Some partner properties may provide a discount for paying the full rental cost upfront.

Please refer to the individual partner property pages for more details.

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Section 3: Accommodation Costs and Payments (continued)

I made a payment by card but would like to change the card details. What do I do?

UO/M: This is not a problem. You can change your card details at enrolment or at the Finance counter in the Student Centre. This must be done at least one month before the date the first instalment is due to be taken on (15 November).

P: Please speak to the partner property directly for further payment enquiries.

Are laundry facilities free/included in the bills?

Generally, no. Usually it costs £2 for a wash and £1 for a dry. (Charges may vary depending on the property).

I cannot afford the rent. Can I cancel my contract and move out of my student accommodation?

UO/M: You will need to find a suitable replacement student for your room before you can be released from your contract. You would be liable for an administration fee and the accommodation fees for the room up until the replacement student takes over your contract.

FutureLets can try and help you find a replacement tenant, but ultimately it is your responsibility to find one suitable to take over the contract.

P: Please speak to the individual partner property about their contracts and cancellations.

Section 4: Property Summary

Shared or ensuite? Catered or self-catered? Managed or owned?

Picking which hall or property is right for you can be quite confusing, so we have put together this handy table which should help you decide which to apply for. A more detailed version of this table is available on our website at www.coventry.ac.uk/accommodation.

Property	Type	Student Type	Licence (weeks)	Bathrooms	Catering
Liberty Point	Managed - Liberty Living	UG	44	Ensuite	Self-catered
The Cycle Works	University Owned	UG/PG	44/50	Ensuite	Self-catered
Singer Hall	University Owned	UG/PG/A&D/Ex/PSE	40/50	Shared	Self-catered
Priory Hall	University Owned	UG/A&D/Ex/PSE	38	Shared	Catered
Quadrant Hall	University Owned	UG	38	Shared	Catered
University Houses	University Owned	UG/PG	40/50	Shared	Self-catered
St Margaret Road	University Owned	UG	44	Ensuite	Self-catered
Lynden House	Managed - Derwent Living	PG	50	Ensuite	Self-catered
Millennium View	Partner - UNITE Students	UG	43.3	Ensuite	Self-catered
Callice Court	Partner - UNITE Students	UG/A&D	43.3	Ensuite	Self-catered
Gosford Gate	Partner - UNITE Students	UG	43.3	Ensuite	Self-catered
Raglan House	Partner - UNITE Students	UG	43.3	Ensuite	Self-catered
City Village	Partner - Downing Students	UG	43	Ensuite	Self-catered
The Apollo Works	Partner - Host Students	UG	43	Ensuite	Self-catered
Market Way	Partner - Study Inn	PG	50	Ensuite	Self-catered

Key: UG - Undergraduate, PG - Postgraduate, A&D - Foundation Art & Design, Ex - Exchange/1 Semester, PSE - Pre-Sessional English

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