

APPLICATIONS & OFFERS

ACCOM GUIDE

FALMOUTH
UNIVERSITY

INTRODUCTION AND OVERVIEW

We know that where you live while you are studying will play an important role in your university life. This guide provides you with information on the process for securing your first-year accommodation.

For further information about our accommodation options please visit the Halls of Residence page on our website

**We cannot guarantee availability for room types that are requested in the notes section of application and the application will be processed in accordance with the Applications and Allocations Policy. Numbers of bed spaces and residences subject to change through application process. Specific dates for the application and allocation process to be confirmed early 2022.*



ACCOMMODATION OPTIONS

RESIDENCE	ROOM TYPE	CAPACITY*
Glasney Student Village Penryn Campus	• En-suite - self-catered (single occupancy)	335
	• En-suite - catered (single occupancy)	180
	• Shared: Studybed en-suite - self-catered Studybed en-suite - catered	245 20
The Sidings Penryn	• En-suite (limited medium and large room sizes available)	116 <i>Request in notes section of application to be considered for larger room size or studio</i>
	• Self contained Studio (limited number)	
Packsaddle Hill Penryn	• En-suite (limited medium and large room sizes available)	110 <i>Request in notes section of application to be considered for larger room size</i> 14 <i>Request in notes section of application to be considered for a self-contained studio</i>
	• Studio (sizes vary - small, standard, medium, large)	
Tuke House Falmouth	• Single en-suite	156
Carrick View Falmouth	• En-suite (limited medium, large and restricted view room sizes available)	109 <i>Request in notes section of application to be considered for a larger room size</i>
Maritime Studios Falmouth	• Self Contained Studios (sizes vary - Silver, Gold, Platinum)	69
Ocean View Falmouth	• Standard (shared bathroom)	140
	• En-suite	

GUARANTEES AND DEADLINES

ACCOMMODATION GUARANTEE

We guarantee university owned, managed or approved accommodation to all first year UK and international undergraduate students, provided applications are submitted by the published deadlines.

ACCOMMODATION GUARANTEE DEADLINE

APPLICANT	DEADLINE
First year UK undergraduate students	31st July 2022
First year international undergraduate students	

If you are not covered by an accommodation guarantee, you can contact the Accommodation Office to talk through your options and availability in halls. We can also help you find private rented accommodation in and around Falmouth and Penryn.



INTRODUCTION

DEADLINES

HOW TO APPLY

ALLOCATIONS

WHAT HAPPENS NEXT

APPLYING FOR ACCOMMODATION

Accommodation applications are made via Room Service, our online application system. To be eligible to register and complete an application you must have accepted and confirmed Falmouth University as your first choice.

APPLICATIONS FOR ACCOMMODATION OPEN IN **APRIL 2022**

REGISTRATION

Before making an application, you need to register an account on Room Service. This can be done when you make your application or you can pre-register before applications open.

To register you will need:

- Your seven-digit student ID number. This is not your UCAS number.
- Your full name. We require your full legal first and last name for contractual purposes.
- Your date of birth.
- An email address that will be available to you throughout the application and offer process. We will also use this address to contact you during your residence. A school or college email address is not suitable. It should be an email account you access and not the email address of another individual.
- You will receive a validation code to the registered e-mail address. You will then need to enter this code to confirm your registration.

If you register an account before applications open you will not be able to apply or view any accommodation options. These will be available when applications open.

Once you have registered you will need to use your Room Service username and password each time you log in.

SUBMITTING AN APPLICATION

Applications submitted between the published dates will be processed through an accommodation ballot. After the ballot deadline has passed Room Service will randomly generate the order in which applications are to be allocated.

You do not need to apply on the date applications open. The date and time of the application is not considered as part of the allocation process if you apply within the ballot period.

You will be required to select a set number of accommodation preferences. Each room type counts as a preference.

If you have specific accommodation requirements for a disability or health condition please make contact with the Accommodation Office as soon as possible so we can discuss your requirements with you.

Ensure that you provide as much detail as possible in the 'Notes' section of the application and send supporting medical evidence to the Accommodation Office so that this can be considered when allocating your accommodation.

Applications submitted after the ballot deadline date will be processed on a first-come, first-served basis for remaining accommodation options.

POSTGRADUATE STUDENTS

Information on availability for Postgraduate students will be confirmed in February 2022.

ALLOCATIONS

We are unable to guarantee an offer for your first preference so we recommend that you list where you would like to live in order of priority.

On the application pages there will be several living preferences you can select.

- Quiet flat
- Alcohol free - Alcohol cannot be consumed in any area of the flat. You can keep alcohol in your room but not in the communal area.
- Meat free - Meat should not be stored or consumed in the communal area of the flat.
- Mixed or single gender

We will take your chosen living preferences into account when allocating however we are unable to guarantee that we can meet these requirements.

We do not offer couples or family accommodation and cannot allocate couples together in a shared room or flat.

If you accept an offer for catered halls you will not be able to change your offer to self-catered halls at a later date.

You will receive confirmation of your room address when you collect your keys on arrival. We are unable to confirm this when you receive your offer of accommodation as this may change.



OFFERS AND WHAT HAPPENS NEXT

WHEN AND HOW?

An offer of accommodation will be made within 28 days of the ballot deadline. Offers will be sent out in batches and in no particular order.

If you apply after the ballot deadline your application will be processed within 6 weeks of the date we received your application.

You will receive an e-mail to notify you that you have an offer in Room Service. To accept your offer follow the instructions in the email.

If you do not accept the offer by the deadline stated, your offer of accommodation will be withdrawn. A further accommodation offer may not be made. If you miss your offer deadline please contact the Accommodation Office as soon as possible.

If you reject an offer of accommodation, we cannot guarantee an alternative offer will be made if you re-apply as this will be subject to availability.



THE SIDINGS, CARRICK VIEW, MARITIME STUDIOS, OCEAN VIEW

If you are offered accommodation at one of these residences, you will receive an email from us detailing your allocation and this will provide you with details of your next steps and how to complete your booking. You will not accept your offer on Room Service. We will allocate your room and pass your details to CRM Students/Hello Student (the company's which manages these sites). *Your accommodation agreement will not be with Falmouth Exeter Plus.* You will be required to accept the contract using the online system for CRM Students/Hello Student, provide the details of a guarantor and will be asked to pay a deposit at this stage where applicable for the residence.

You will be required to pay four weeks rent in advance prior to the start of the contract.

GLASNEY STUDENT VILLAGE, PACKSADDLE HILL, TUKE HOUSE

If you are made an offer of accommodation for one of these residences you will need to log in to your Room Service account to access details of your accommodation offer.

As part of the offer acceptance you will be required to confirm you agree to the terms and conditions of the accommodation agreement and pay a £300 security deposit. You will also be required to provide details of a guarantor.

Once you have accepted your part of the offer your guarantor will then be sent a legally binding agreement which must be accepted on-line before your offer of accommodation is fully confirmed. You will receive a confirmation email when the guarantor process has been completed.

If you are not able to provide a financial guarantor, please contact the Accommodation Office.

[CONTINUED...](#)



OFFERS AND WHAT HAPPENS NEXT CONT.

CONTRACTUAL INFORMATION

When you are made an offer of accommodation for Glasney, Tuke House, or Packsaddle Hill you will be sent an accommodation agreement (contract). It contains the terms and conditions that apply to living in University accommodation in conjunction with the Regulations.

You can find copies of all of our contractual documents and policies on our website, www.fxplus.ac.uk/accommodation

Please note, all information refers to the 2020-2021 year. Information for 2022 will be updated at a later date.



ACCOMMODATION FEE PAYMENTS

Prices for our accommodation vary depending on room type, location and facilities. All contracts are for a period of 40 weeks beginning in September 2022 and ending in June 2023. Please visit our website to see a table of costs.

Room Service does not reflect payments received as all payments are processed separately by Falmouth University Finance Team.

If you fail to pay your rent, debt recovery procedures will be followed. You can find our full Accommodation Fees, Payment Deadlines and Debt Recovery Procedures document on our website.

HOW TO PAY FOR YOUR ACCOMMODATION

Rent fees can be paid to the Finance Office during the year in the following ways;

- Online at paymentportal.falmouth.ac.uk
- By bank transfer;
Barclays Bank Account Name: Falmouth Exeter Plc
Account Number: 80417289
Sort Code: 20-88-44
- For international payments;
Swift: BARCGB22
IBAN: GB45BARC20884480417289
(Include your name in the payment reference)

Any queries regarding payments should be directed to the Finance Office by email: residences@falmouth.ac.uk

Please refer to the Halls of [Residence Payment Document](#) on our website for full details of rent instalments.

All payments for The Sidings, Carrick View, Maritime Studios and Ocean View must be paid direct to CRM Students/Hello Students. Please contact them directly for further information.

INTRODUCTION

DEADLINES

HOW TO APPLY

ALLOCATIONS

WHAT HAPPENS NEXT

FOR MORE INFORMATION
PLEASE GET IN TOUCH

CONTACT

Accommodation Services
Penryn Campus
Penryn
Cornwall
TR10 9FE

TELEPHONE

+44 (0)1326 253639

EMAIL

accommodation@falmouth.ac.uk

WEB

falmouth.ac.uk/accommodation