



MANSION STUDENT

STUDENT ALLOCATION POLICY

Introduction

The objective of this policy is to advise you on how our student accommodation is allocated.

Who can apply to live at a Mansion Student property?

A person who is currently a registered student or who will be a registered at the start of the university/college term.

Mansion Student do not treat any person or group of persons applying for accommodation less favourably because of their race, colour, nationality, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation or social status. Where possible, a student's preferences will be observed, although this cannot be guaranteed.

When can an application be made?

- We normally release our accommodation from November each calendar year and our rents and tenancy lengths are published on the Mansion Student website; www.mansionstudent.co.uk
- You can also register your interest in advance of the release dates with the Hospitality Team at each location

How can an application be made?

- Call our dedicated booking line on 0800 652 7844
- Visit www.mansionstudent.co.uk and follow the on-line instructions
- Email: enquiries@mansionstudent.co.uk with your details and requirements and we will get in touch with you
- Call or contact the Hospitality Team at the property you wish to stay at. Contact details for all our locations are on www.mansionstudent.co.uk/contact-us
- Just pop into the property if you're passing, we will always be pleased to see you

What criteria will I have to meet in order to secure a room?

- You should be a registered student at the start of the university/college term
- There must be a suitable room available at your chosen location that meets your requirements
- You must not be or ever have been in breach of a tenancy agreement with Mansion Property Management, for any reason
- If you elect to pay your rent in instalments, you must provide a UK based guarantor, suitable to Mansion Student, to indemnify you against any non-payment of rent
- You must pay any applicable security deposit at the time of making the booking

Disability or Special Requirements

- Mansion Student will make every effort to meet the needs of a student with a disability or to meet any special requirements a student may have
- If you have a medical condition or other special need that may affect your accommodation, please make this known at the time you make your booking. Our trained staff can then advise on the most suitable room and location for you

Can I stay with Mansion Student if I am under 18?

- Yes you can, but you must make this known to us at the time you are making your booking in order for us to take appropriate action

Waiting Lists

- If the property you want to stay at is fully booked, we will operate a waiting list. The waiting list will be operated on a first come - first served basis and accommodation will be offered to the next person registered on our list
- If a room on the waiting list becomes available, you would need to confirm immediately if you still require it. It is at our discretion as to how long we would hold an offer of a room open for you
- You are under no obligation to accept any offer of accommodation

Accommodation Contract

- Once you have provided your full details, including those of a suitable guarantor (if required), and paid any applicable security deposit, we will issue an Accommodation Contract to you electronically
- You and your guarantor (if applicable), will be required to sign the contract within timescales detailed in the instructions that accompany the contract
- If your contract is in Scotland we are required under Scottish law to post the Accommodation Contract to you. Once all parties have signed the contract, it must be returned to us within timescales detailed in the instructions that accompany the contract
- Failure to sign the contract within the defined timescales, may result in the cancellation of your reservation and any applicable deposit will be returned to you

NB: Where a nomination agreement is in place with a university, the university nominations will take precedence over this Policy in terms of room allocation at the property.