



STUDENT ACCOMMODATION ALLOCATION POLICY

Applicable to
University Allocated
Residences

Academic Year
2026/2027

V.2.2

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1. Introduction

Residential Services (RS) is committed to maintaining a fair, transparent, and equitable application and allocation process for accommodation. We are dedicated to fostering an inclusive and diverse environment that upholds the principles of equality, diversity, and fairness in all aspects of our work.

Purpose of this Document

This document outlines the Allocation Policy for Residential Services-managed accommodation, providing clear guidelines to ensure that all students have the opportunity to live and thrive in a secure and welcoming environment, free from discrimination. It affirms every student's right to live and study in an atmosphere of respect and safety.

Policy Review

The Allocation Policy is reviewed annually to ensure it aligns with Swansea University's strategic goals and objectives, as well as to respond to the evolving needs of the student population. This review is conducted in consultation with relevant stakeholders.

Applicability

This policy applies to all staff responsible for allocating students to university-owned and managed accommodation, including:

- Bay Campus, including Rod Jones halls.
- Beck House
- Singleton Park Campus
- Any accommodation providers entering into agreements with Swansea University

Accommodation Types

Swansea University manages a variety of accommodation options, both on and off campus, through agreements with external accommodation providers. Detailed information about the types of accommodation and specific allocation procedures can be found as applicable.

Accommodation types range from traditional halls (with standard and ensuite rooms) to shared flats. For further details, please visit our website: www.swansea.ac.uk/accommodation.

Application Process

Accommodation applications are submitted online, with eligibility criteria outlined in this policy prior to the application process.

Residential Services welcomes applications and enquiries from all eligible students. Residential Services will not discriminate against applicants on the grounds of age, race, ethnic or national origin, religion or belief, sex, sexual orientation, marital status or civil partnership, disability, family responsibilities, having dependent children, or because they receive state benefits, subject to the eligibility requirements set out in this policy. Eligibility requirements that are necessary for the operation of student accommodation, including enrolment at Swansea University and any designated accommodation criteria set out in this policy, will continue to apply.

Sarah Morgan
Head of Residential Services



2. Room Allocation Process

At Residential Services, our aim is to fulfil students' room preferences as indicated on the application form. However, if the preferred room type is unavailable, we are dedicated to offering alternative accommodation options. Please take note of the following procedures:

Allocation and Offer Process

STAGE	WHAT HAPPENS	KEY NOTES
Room Allocation	Rooms are allocated based on assessed need, category, and preferences, in accordance with the Allocation Principles set out in this policy, and in date order, subject to availability	Subject to availability
Alternative Offer	Offered if the preferred room is unavailable	Further offers not guaranteed
Offer Acceptance	3 days to accept via email	Offer may be withdrawn if not accepted

In support of the University's accommodation strategy and to ensure alignment between study location and residence, priority will be given, where possible, to students studying at the Bay Campus for accommodation located on the Bay Campus, subject to availability and individual preferences.

Acceptance of an accommodation offer forms a legally binding Occupation Contract, and students become financially liable from the contract start date.

This process is crafted to ensure a seamless and effective accommodation allocation, and we appreciate your understanding and cooperation. If you have any questions or concerns regarding your accommodation offer, please feel free to reach out to Residential Services.

All allocation decisions are made in accordance with the Allocation Principles set out in Section 3 of this policy.

3. Allocation Principles: Equality, Diversity, Inclusion and Welfare

Purpose

The University is committed to a fair, transparent and consistent accommodation allocation process that takes appropriate account of Equality, Diversity and Inclusion (EDI) and individual welfare needs.

This approach is aligned with the principles of the Office of the Independent Adjudicator, Universities UK / ANUK Code of Practice, and the University's obligations under the Equality Act 2010.

Core Principles

In allocating accommodation, the University will:

- Apply a fair, consistent and proportionate approach.
- Take account of individual circumstances where relevant.
- Make reasonable adjustments where required.
- Balance individual needs with availability and operational constraints.

Priority within categories will be determined based on the level of need, potential impact if not met, and the information available at the time of allocation



Within each application type, relevant assessed needs under Categories A and B will be considered in accordance with Section 3. Where applicants have equivalent priority, allocation will normally be determined by application date and, where relevant, course acceptance date.

Categorisation and Prioritisation of Accommodation Requests

CATEGORY	DESCRIPTION	EXAMPLES	PRIORITY ORDER
Category A – Protected or Medical Need	Requests relating to protected characteristics or significant medical requirements	Disability, medical needs, religion/belief, safeguarding	1 – Highest Priority
Category B – Wellbeing Need	Requests relating to wellbeing or personal vulnerability impacting accommodation	Mental health, anxiety, and welfare considerations	2 – Medium Priority
Category C – Preference	Requests based on personal preference or lifestyle choice	Location, living with friends, lifestyle preferences	3 – Lowest Priority

Reasonable Adjustments

The University will make reasonable adjustments for students with disabilities or other protected characteristics, in line with its legal obligations. All adjustments are subject to availability and operational feasibility.

Supporting Information

Students may be asked to provide relevant supporting information to enable appropriate consideration of their requirements. The University will take a proportionate approach and will not require unnecessary evidence.

Availability

While every effort will be made to meet individual requirements, the University cannot guarantee that all requests or preferences can be accommodated. All allocations are subject to availability.

Review

Students may request a review of an allocation decision where they believe relevant circumstances have not been appropriately considered or this policy has not been applied fairly or reasonably. Requests should be submitted to Residential Services, setting out the reason for the review and any relevant information not previously considered. Wherever practicable, the review will be undertaken by an appropriate officer who was not responsible for the original decision.

A review does not guarantee a different allocation and remains subject to eligibility, availability and any reasonable adjustment requirements. A student who remains dissatisfied with the way their application or review has been handled may raise a complaint under the Residential Services Complaints Procedure.

4. Available University Accommodation

For the most current information about our residences, please visit our website, where you'll find details of [facilities, rents, designated areas, and tenancy lengths here](#):

University Managed Accommodation

- Bay Campus, including Rod Jones halls: 2440 Rooms.
- Beck House: 131 Rooms
- Singleton Park Campus: 1175 Rooms

Any accommodation providers entering into agreements with Swansea University.



Allocation Priority Order (Applies Across All Categories)

Accommodation is allocated within each application type using the following priority order:

PRIORITY ORDER	CRITERIA
1	Protected / Medical Priority
2	Date of accommodation application
3	Date of course acceptance

* Medical or disability-related requests may require appropriate supporting evidence and are considered in line with the University's relevant policies.

*Medical/supporting evidence - Where supporting information is required, students should provide this as early as reasonably possible and identify relevant requirements on their accommodation application. Requests received later will still be considered, although it may not always be possible to reallocate accommodation or implement particular requirements close to the start of the academic year.

Application Types

APPLICATION TYPE	WHO THIS APPLIES TO	ALLOCATION PRIORITY APPLIED
First-Year Undergraduates & Foundation Students	New undergraduate and foundation entrants	Category A (Protected / Medical) → Under 18 → Application date → Course acceptance
Returning / Continuing Students	Students continuing studies (not requesting first-year accommodation)	Category A (Protected / Medical) → Application date → Course acceptance
Family / Couples Accommodation	Students with a partner and/or dependents	Category A (Protected / Medical) → Application date
Health Science Courses	Nursing, healthcare, paramedic, midwifery, and similar courses	Category A (Protected / Medical) → Under 18 → Application date → Course acceptance
Mature Undergraduates (21+)	Undergraduate students aged 21+	Category A (Protected / Medical) → Application date → Course acceptance
Postgraduate & PhD Students	Postgraduate taught, research, and doctoral students	Category A (Protected / Medical) → Application date → Course acceptance
Exchange / IELTS / Visiting Students	Students on part-year or non-standard courses	Category A (Protected / Medical) → Application date

5. Designated Areas Within Residences

Residential Services recognises that students have a diverse range of needs, preferences, and personal circumstances which can influence their accommodation choices. In response to student demand and to support wellbeing, community cohesion, and an inclusive residential experience, specific areas within residences may be designated to accommodate particular preferences or requirements.

The purpose of designated areas is to enhance students' ability to live and study in an environment that supports their academic success, personal comfort, and sense of belonging. These arrangements are intended to balance individual preferences with the operational requirements of the University and the rights and wellbeing of the wider residential community.



Allocation to designated areas is subject to availability, eligibility criteria, and the principles of fairness, proportionality, and safeguarding set out in this policy:

All designated accommodation arrangements operate within, and are subject to, the Residence Regulations and Occupation Contract.

Designated Accommodation Areas: Eligibility and Conditions

CATEGORY	TYPE / COHORT	ELIGIBILITY / PRIORITY	KEY CONDITIONS & NOTES
Accommodation Type	Alcohol-Free Flats	Alcohol-free environment	Alcohol not permitted. Subject to availability.
	Couples / Family Flats	Couples / dependents	Studio (2) to 3-bed (up to 5). Full details required.
	High-Performance Athlete Flats	Confirmed athletes	Shared training lifestyle. Subject to confirmation and availability.
	Mature Undergraduate Flats	Undergraduates 21+	Reserved where possible. Subject to demand.
	Medical / Health Science Flats	Extended-length courses	Beyond standard tenancy. Room/contract subject to availability.
	Postgraduate Flats	Postgraduate students	Typically, 51-week contracts.
	Quieter Flats	Quieter living preference	Quiet hours 11:00 pm – 8:00 am. Must follow Residence Regulations.
	Show Flats / Open Day Rooms	Recruitment use	May be used for viewings.
	Single-Sex Flats	Single-sex preference	Based on University record at allocation.
	Welsh-Speaking Flats	Welsh-speaking preference	Allocated where possible. May include learners/others.
Student Cohort	Students Under 18	Prioritised	Alcohol-free and safeguarding measures applied.
	High-Performance Athletes	Guaranteed (Singleton Park)	Confirmation required. Apply by 30 June.
	Family / Accompanied Students	Limited availability	Early application. Full details required. Occupancy limits apply.
	Exchange Students	Eligible (some guaranteed)	Apply online. Early departure may result in continued liability.
	Fee-Paying Visiting Students	Eligible	Subject to availability and timelines.
	January Intake Students	From arrival to September	Extensions may be requested.
	Healthcare Students (March Intake)	From March start	To end of standard contract. Changes/extensions may be required.
	Mid-Year / Non-Standard Intake	Considered	Dates aligned to course. Extensions not guaranteed.

6. Residency Duration & Eligibility by Student Type

Students who have not fully enrolled with the University are not eligible to apply for or be newly allocated accommodation.



Where a student has already accepted an accommodation offer and entered into an Occupation Contract, the contract remains legally binding unless and until the student is formally released by Residential Services in writing.

Changes in student status (including not enrolling, deferring, withdrawing, or suspending studies) do not automatically end the Occupation Contract.

Requests to leave accommodation must be made in accordance with the Accommodation Contract Release Process, as set out in the Residence Regulations and Occupation Contract.

The following categories of students are not eligible for accommodation:

STUDENT STATUS	ELIGIBLE TO APPLY	ELIGIBLE TO REMAIN
Not started course	✗ No	Subject to contract (release required)
Not enrolled by deadline	✗ No	Subject to contract (release required)
Withdrawn	✗ No	Subject to approved release
Suspended	Case-dependent	Subject to approved release
Part-time	Subject to availability	Subject to eligibility & availability

Students found to be in this category should:

- Contact accommodation@swansea.ac.uk to clarify their student status.

Eligibility for Students for 2026/2027

ACCOMMODATION TYPE	MAXIMUM LENGTH OF RESIDENCY	KEY CONDITIONS & NOTES
Single Undergraduate (UG) Accommodation	No maximum residency limit	Continued residency is subject to eligibility, availability, and compliance with Residence Regulations.
Single Postgraduate (PG) Accommodation	No maximum residency limit	Ongoing residency is subject to availability and continued student status.
Family Accommodation	Up to 3 years	Residency is subject to availability and continued eligibility. Maximum occupancy limits apply.
Students with Additional Requirements	No maximum residency limit	Allocations are reviewed on an individual basis and are subject to availability and relevant support arrangements.

Eligibility for these properties is open to all students (both UG and PG) who must be enrolled in a full-time course of study/research for the upcoming academic year.

Maximum Time Allowed in Accommodation

The total number of returning/continuing students permitted into accommodation for additional years is determined annually by the university. The following order of priority will be observed:

- Students with disabilities or specific needs
- First-year students
- Final-year students and postgraduates
- Other years

These priorities may be adjusted annually based on capacity and operational requirements.



7. Accommodation Guarantee - September Intake

We strive to allocate students their preferred room type based on their application form preferences. However, if this isn't feasible, RS will offer an alternative available room. While students aren't obliged to accept this offer, it's important to note that subsequent offers may not be made.

Students who haven't accepted their offer within the specified timeframe or who decline the offer will forfeit the guarantee, and the accommodation offer will be rescinded. If accommodation is subsequently required, please email accommodation@swansea.ac.uk; however, subsequent offers are not guaranteed.

The accommodation guarantee does not constitute a contractual right to accommodation beyond the terms and conditions of the occupation contract offered.

New students are guaranteed accommodation for the upcoming academic year:

A. Guarantee Criteria

REQUIREMENT	DEADLINE / CONDITION
Applied for accommodation	By 30 June
Accepted course offer	By 20 August
Study mode	Full-time
Accommodation type	Single accommodation only

B. When the Guarantee Does Not Apply

SCENARIO	OUTCOME
Clearing / late applications	No guarantee
Offer declined or not accepted	Guarantee forfeited
Specific room requested	Not guaranteed

Please note that the guarantee is for a room in University Residences; we cannot guarantee specific rooms, blocks, or residence sites, as some residences are very popular and heavily subscribed.

What Happens If I Apply After the Guarantee Date?

All students applying after this date will be allocated in line with our allocation policy. If we are unable to accommodate late applicants in our University Residences, we will offer virtual or in-person support to assist those seeking accommodation.

8. Disability Adjustments

The Disability Office (DO) will liaise with RS to inform of any adjustments needed to accommodate students with disabilities or those requiring additional equipment or support, provided they have completed and returned the DO questionnaire.

Any physical property adjustments or additional equipment required must be supported by an Occupational Therapist Assessment or designated medical professional.

RS, the DO, and the student will then collaborate to ensure specific adaptations or equipment are implemented. Students are encouraged to provide at least six weeks' notice wherever possible to allow sufficient time for adaptations or equipment to be arranged. Requests received later will still be considered, although it may not always be possible to implement all adjustments before arrival. For more information please see: www.swansea.ac.uk/disability

While Residential Services will make reasonable efforts to accommodate disability and health-related requirements, all adjustments are considered in line with the Equality Act 2010 and the University's duty to make reasonable adjustments, and are subject to:

- the availability of suitable accommodation
- operational feasibility
- the requirement that adjustments are reasonable and proportionate.

Specific room types (including larger rooms or ensuite facilities) will only be allocated where identified as a necessary reasonable adjustment.

Fee Adjustment (Disability-Related)

Applicants with significant medical conditions (e.g., wheelchair users, severe visual impairments, or blindness, severe auditory impairments, or deafness) requiring larger rooms or specific room types (e.g., ensuite facilities) due to medical needs will have their accommodation fees reduced to the price of a medium room in that residence. This does not apply to Family/Couple accommodation, such as 1, 2, 3 bed flats. Accommodation fees cannot be reduced for students with a medical condition that does not necessitate a specific accommodation adjustment. Decisions for conditions not specified above will be made on a case-by-case basis by the Allocation System and Admin Manager.

9. Other Categories (May Apply but Are Not Guaranteed)

This section deals with students and other parties connected to Swansea University who can apply for accommodation subject to availability.

[Exchange and visiting students see designated areas here:](#)

Students arriving during the academic year.

Students whose course starts at other periods during the academic year should make an online application in the usual manner. Applications will be considered using the criteria mentioned above. As at other periods, students studying for the remainder of the academic year will have priority over students who wish to stay for shorter periods.

English Language Training Students (ELTS)

Students applying during the academic year (September to June)

During the academic year, ELTS students are eligible to apply for university accommodation but will only be housed once all students in the guaranteed categories above are allocated.

Students applying at this time are not likely to have a choice of accommodation.

Students arriving for courses with start dates during the academic year in January and April should make an online application and will be offered a room if a suitable vacancy exists, but this is not guaranteed. Students who arrive without having contacted RS in advance or who have not made an application should book into a [local hotel or guesthouse](#), as no temporary accommodation will be available.

Students applying for pre-sessional courses.

During the summer vacation, ELTS students studying for 10 weeks or less will be housed where accommodation is available.

Payment for summer language bookings must be made on acceptance of the offer of a room.

These fee-paying students will have priority over other visitors and academics.

ELTS also receives bookings for short and tailor-made courses for groups who will not progress to study at Swansea University – efforts will be made to house these groups if possible.



Students who have withdrawn or suspended, or not started the course.

Students who have withdrawn, suspended, or not started their course are not eligible to apply for accommodation.

Where a student has already entered into an Occupation Contract, the contract will remain in place until formally released by Residential Services.

Academic visitors/work placements/visiting students (non-enrolled)

Students on courses in organisations affiliated with Swansea University are welcome to apply for accommodation and will be allocated once the above categories have been processed.

It may be possible to offer accommodation for the above during the summer vacation, subject to availability. For more information, please email accommodation@swansea.ac.uk

The visit must be academic-related - former students who are not currently undertaking any research or placement cannot book University accommodation in this way. They will be referred to Events to book via this route. This also applies to groups visiting the University for Continuing Professional Development.

The above-category bookings will need to be fully paid in advance. The minimum accommodation offer/contract is 3 weeks.

Students wishing to stay for the summer period.

Current Swansea University students who wish to remain in residence over the summer will be able to apply online in May using the online applications system. Although every effort will be made to assist them, RS cannot guarantee that suitable accommodation will be available at the time requested. The minimum tenancy period is 3 weeks.

10. Students Requiring Temporary Accommodation

Swansea University does not have any designated temporary accommodation for students either at the beginning of or during an academic year. Students who have not made an accommodation application or notified RS of their arrival in Swansea should book into a [local hotel or guesthouse](#) for the first few nights of their stay. This applies equally to late arrivals, clearing students, and students who arrive without having accepted an accommodation offer. The University cannot subsidise or reserve this accommodation on behalf of the student

This does not prevent the University from considering exceptional emergency accommodation arrangements where there is an identified urgent welfare, safeguarding or other exceptional need. Any such arrangement is separate from the normal allocation process, is subject to availability and assessment, and does not create an entitlement to ongoing University accommodation.

11. Grounds On Which an Accommodation Application Can Be Refused

Students may be refused accommodation for additional years, outside of the restrictions mentioned above if: -

GROUND	EXPLANATION
Outstanding rent	Prior debt reaching Reminder Letter 3
Disciplinary history	Serious breaches of Residence Regulations
Criminal conviction	Risk assessment deems communal living inappropriate

Students with outstanding accommodation debt above the permitted threshold will not normally be eligible to receive or commence a new University accommodation contract unless the debt has been cleared or an alternative arrangement has been formally agreed by the University.

Where RS become aware of information concerning a criminal conviction or other relevant matter that may present a significant risk to the safety or wellbeing of the residential community, an individual risk assessment will be undertaken. Any decision to refuse or withdraw an offer of accommodation will be based on the circumstances of the individual case, the nature and relevance of the information available, identified risk and any appropriate mitigating measures. The student will be informed of the decision and how they may request a review.

12. Accommodation Booked Via the Conference Office

➤ **Examination re-sits (August):**

Rooms may be booked via Events. Booking details are issued by the Academic Services Examination Office. Subject to availability.

➤ **Graduation ceremonies:**

Rooms may be available via Events for students and, where available, accompanying guests.

➤ **Parents and friends:**

Summer accommodation may be available via the Conference Office. Subject to availability.

13. Supporting Policies.

This policy should be read alongside the following key documents, which together form the framework for the allocation and management of accommodation:

- [2026.2027 Residence Regulations](#)
- [Equality and Diversity Policy](#)
- [2024.2028 Strategic Equality Plan](#)
- [Dignity at Work and Study Policy](#)
- [Dignity at Work and Study Procedure](#)
- [Our Commitment to LGBT+ Equality](#)
- [Equality Policies, Plans and Reports](#)
- [The Student Accommodation Code](#)

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