Room Move Process

Room move requests are considered on a case-by-case basis and are dependent on room availability.

The below information is in line with the Accommodation Management Policy 26-27 and Accommodation Terms and Conditions 26-27. All Accommodation policies and important documents can be found on: https://www.yorksj.ac.uk/policies-and-documents/accommodation/

Applying for a room move

Unless there are exceptional circumstances, the room move application process does not commence until mid-October. If exceptional circumstances are cited then we may request evidence to progress this such as advice for our student support teams or from a medical practitioner.

If you wish to change rooms, then a Room Move Request form must be completed. You can find the form under Room Move Process on our Accommodation Policies and Documents webpage.

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 repairs repairs@yorksj.ac.uk
- If your request is well-being or welfare related, please consider booking an appointment with the relevant team via the Student Hub; https://studenthub.yorksj.ac.uk/
- If your request is finance related, the Student Funding team can provide support and guidance around money management https://www.yorksj.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 with an update on the room move request. Communication will be sent to your University email address so please ensure you are checking your inbox and junk/spam folder.

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

- 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@yorksj.ac.uk.
- 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.
- An administration fee of £50 will be payable for facilitating a room move. This fee covers the admin charges for Accommodation Team staff facilitating the move and for our Campus Services to clean ahead of the expected room move. The £50 fee will be added to your account once the room move has taken place.

Moving to Your New Room

Once you have accepted your room move offer, the Accommodation Team will specify the date on which you can collect your new key and a date your original key must be returned by. You need to inform us within 24 hours of receiving this information if the dates given are not feasible. Details regarding the room move will be sent to you via email, including:

- Keys will only be issued if a valid York St John ID card is presented at the time of collection and if you have accepted the room move offer via email to the Accommodation Team.
- 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.
- If you fail to return the keys to your original room on the date specified, then we will issue charges for key replacements and/or new locks to be fitted if we deem this a security concern.
- You are expected to leave your original room in a reasonable condition. If the room is found to be in an unacceptable state and/or that the room and/or the contents within have been damaged, you will be liable for all charges associated with any cleaning and repair costs.
- If you move to a higher- or lower- priced room, your Accommodation Fees will be adjusted accordingly.
- The £50 room move fee will only be added once the room move has taken place.
- You should complete a new inventory form when you move to your new accommodation. A link to this form will be sent to you once you have accepted a room move offer.
- If you are part of the Study Abroad Program and you are moving from a room with a single bed to another room with a single sized bed, please take your bedding pack with you.
- If you were provided a medical fridge or sharps bin by the university, please take this with you to your new accommodation.