

## ACCOMMODATION AT WORCESTER FREQUENTLY ASKED QUESTIONS

### APPLYING

#### **I've received my offer and made Worcester my firm choice on UCAS. How do I apply?**

You need to visit <https://accommodation.worc.ac.uk/Apply>, create an account and apply online. It's important to make a note of the password you create, as you'll need to log back in at a later date to accept your offer.

#### **I've created an account, but I can't login to the site. What's going on?**

Once you have created an account, you will be sent an account activation email to the email address you provided us with when you originally applied to Worcester. Until you have clicked on the link in the activation email, you won't be able to access the application website. It's common for the activation email to be sent to your emails junk/spam folder, so make sure to check there.

The activation email can take up to 24 hours to arrive in your inbox (but it usually arrives much quicker). If this doesn't happen, you can start the account creation process again (don't worry – it only takes a minute or two!).

You can re-create your account as many times as you need to until you receive the activation email – it's not necessary to wait the full 24 hours for the email to arrive if you don't want to.

#### **My student ID number isn't working. What do I need to do?**

Make sure you are using your University of Worcester student ID number (it's an 8 digit number most likely beginning with 20 or 21), and not your UCAS ID number – it's an easy mistake to make! Your student ID number should be found on the email with the link to the accommodation application website.

#### **I'm getting a message that says "USER NOT RECOGNISED" when I try and sign in after activating my account. How do I fix this?**

The easiest way around this is to try a different web browser.

Make sure you're using a desktop or laptop to apply – sometimes mobile phones and tablets aren't compatible with our application software.

#### **Worcester is my insurance choice. Can I apply?**

Unfortunately, not. You'll only be able to apply if you have made Worcester your firm choice on UCAS.

#### **Am I guaranteed accommodation in my first year?**

Yes you are, as long as you apply before the May 31st deadline.

#### **Am I guaranteed one of my three choices?**

Although we guarantee accommodation to all first year students, we don't guarantee a standard of accommodation – there is a degree of first-come first-served when the allocation process begins. However, the earlier you apply, the more likely you are to be given one of your three choices. It's also important to point out that the three standards you choose are NOT dealt with in any kind of preference order.

#### **Why do I have to pick three different types of accommodation when I apply?**

We ask each applicant for three unique choices of accommodation for a lot of reasons. The main reason is that we want to make sure that when we offer you somewhere to live, it's going to be in a standard of accommodation that you feel comfortable staying in. That's why it's really important to choose three different standards that you'd be happy living in and can also comfortably afford.

**I'm only really interested in one standard of accommodation, but I need to put three on my application. Should I just put two other random standards down?**

We'd definitely advise against that. Remember, we're asking for three different standards of accommodation you'd be happy to live in. The last thing we want to do is assign you accommodation you wouldn't be comfortable staying in, but all we have to go off is your application form. We have to work on the basis that if it's been included on your application, it's a standard you're interested in.

If you're having trouble making that decision, feel free to call us on [01905 855300](tel:01905855300) for some advice on what to do.

**Can I live with my friends?**

Of course you can! When you apply, there is a box you can fill in requesting to live with friends. All you have to do is include your friend's names AND University of Worcester student ID numbers and we'll do our best to house you together. Remember though, your friends have to do the same with your details.

It helps if you all apply at the same time too – we process applications in the order we receive them. We'd also advise that you all choose the same three standards of accommodation, as that makes it more likely that we'll be able to house you together.

**I have a medical condition that means I need to have a certain standard of accommodation. What do I need to do?**

There is a box that you can fill in on your application form where you can list any relevant medical conditions you may have that warrant you being assigned a certain standard of accommodation. You may already be in contact with the University's Disability and Dyslexia Team, but it's important you include this information on your accommodation application as well.

Depending on the nature of your condition, we may ask for a letter from your doctor to support your application – this can be emailed to [accommodation@worc.ac.uk](mailto:accommodation@worc.ac.uk) and will be kept confidentially for our records.

**I've changed my mind about the accommodation I've applied for. Can I change my application?**

Unfortunately, you're not able to make changes to your application but the accommodation team can do it on your behalf.

All you need to do is drop us an email and let us know which of your choices you would like to change.

**I've created my account and sent in my application. What do I do now?**

That's it! You're all done! You'll get an email from us letting you know we've received your application. If you apply early, you may not hear anything from us for quite a while – don't panic! This is completely normal. We usually aim to get offers out in late June/early July, so don't panic if you don't hear from us before then.