

Clearing Frequently Asked Questions 2023/2024

APPLICATIONS

How can I apply for a room?

Please log onto the Accommodation Portal via RISIS to make your application. Please follow the "[New Student Applications](#)" pathway to submit your application.

Once I have made an application for a room in Halls, how long does it take before I am offered a room?

We will be in touch within 2 working days to make you an accommodation offer.

How long do I have to accept my room offer?

Once you have received an offer of accommodation you will have 48 hours to accept it and to make payment of a £250 security deposit.

If your offer deadline falls on a weekend and you are experiencing difficulties accepting your offer, please e-mail the accommodation team who will pick this up on the next working day.

What room type will you have available?

We have reserved a number of rooms for students applying through clearing. To view the available accommodation please view our accommodation webpage: [Clearing accommodation \(reading.ac.uk\)](#)

I have special requirements/requests, how do I let you know?

At the end of the application form, you will find an application notes section where you can let us know key information such as: if you prefer single sex accommodation, if you would like a quieter lifestyle room, or if you would like to live with a friend. You can also include requests such as floor preferences and preferred room allocation. We cannot guarantee to meet these requests as they are subject to availability, but we will always take them into consideration.

I have a medical condition that is relevant to my accommodation, how do I let you know?

Please let us know about any medical conditions that may affect your time in halls at the time you make your application. The application notes field allows you to provide us with all the details, but you can always contact the Accommodation Office if you would like to discuss this further. You may also wish to contact the Disability Advisory Service on disability@reading.ac.uk to discuss your needs.

The room type/hall I would like isn't available for me to apply for, why is this?

If you are a Clearing student then the University has put aside rooms at different price points to ensure there is a variety of room types to apply for. These will be offered on a first come, first served basis. If you have a medical requirement that means you need a room type not listed, then please get in touch with the Accommodation Office and we will try to assist you.

UPFRONT PAYMENTS

Do I have to pay a deposit?

You will need to pay a deposit of £250 to accept your offer of accommodation. This is paid via the Accommodation Portal when reviewing your offer. If you have any difficulties paying via the Portal, then please get in touch with the Accommodation Office.

PAYMENTS

How many instalments will I have?

The contract length determines how many weeks you can stay in your Hall room over the year and therefore how many weeks you pay. The contract lengths are as follows:

- 40 Weeks (September to June): you rent your room during term time and the Christmas and Easter vacations. This means you move in just before the start of Welcome Week and move out after the end of the Summer Term. Most students are on a 40 week contract.
- 51 Weeks (September to September): you rent your room during term time and the Christmas, Easter, and Summer vacations. This means you move in just before the start of Welcome Week and move out at the end of the Summer vacation.

Accommodation payments are due termly. The specific payments and their due dates can be viewed by your accommodation offer via the [RISIS web portal](#).

If you are on a 40 week contract your fees will be split into three unequal payments of 40%, 40% and 20%.

If you are on a 51 week contract your fees will be split into four unequal payments of 35%, 35%, 15% and 15%.

What happens if I can't make a payment?

Your instalment due dates are outlined in your tenancy agreement and by accepting the terms and conditions of your contract you are accepting responsibility for payment on the dates provided. If you are unable to make payment for your rent, please speak to Student Credit Control before your rent is due. They can be contacted on studentcreditcontrol@reading.ac.uk.

What happens if I can't pay because I haven't received my loan yet?

If there is a delay of a few days in receiving your loan then please don't worry, this often happens during the autumn term. Please just pay once your loan comes through. If there is going to be a longer delay, then please let Student Credit Control know on studentcreditcontrol@reading.ac.uk, and they will be able to advise you.

What methods can I use to pay?

The easiest way to pay your rent is via the University's online Webpay. Find more information on our website: [Payment of Fees](#).

CONTACT US

How can I get in touch with you?

You can contact the Accommodation Office on 0118 200 5011 or by emailing accommodationonline@reading.ac.uk.