Room Move / Swap and Notice to Quit Policy
Imperial College London Halls of Residence

Overview

This policy has been established to ensure there is a fair and transparent process for *room move* and *room swap* requests and *Notices to Quit* whilst students reside in our halls. It also indicates stakeholders involved in this decision making.

Please note this policy is only applicable to students staying in halls, therefore does not form part of the allocation and offer process. All move requests from students will not be reviewed until *two weeks* after the start of session, therefore no room moves or swaps will be considered during the allocation / offer process leading up to welcome weekend.

Room move/swap requests

**Stakeholders**

- Students
- Student Hub
- Hall Warden Teams
- Residential Services Team

**Process**

Students wanting to move to an alternative room within the same hall (if one is available) are requested to contact their Hall Warden in the first instance to discuss any issues/reasons for their request. Students will be required to put their request in writing to the Student Hub, but such requests will not be considered until this first step has been taken.

If two students who are currently in residence want to swap rooms (either within the same hall or across two different halls), both students will be required to put their request in writing to the Student Hub stating both students details (including their room numbers).

Room move/swap requests will only be considered *provided that* the relevant Warden(s) has/have confirmed their agreement by email to the Student Hub.

The Student Hub will undertake a debt check on each student – the room move/swap request will be refused if a student has an outstanding debt to the College which has not been addressed. Should the room move/swap not be approved for any reason, there is no route to appeal.

If the room move/swap request is approved, the Student Hub will notify the student(s) by email along with the Residential Services and Hall Warden teams specifying the date that the move/swap can take place. The Student Hub will also liaise with the Hall Supervisor to ensure that there is sufficient time for the relevant room(s) to be cleaned prior to arrivals and that keys, access cards and inventories are prepared in advance.

There will be a cost of £50 per student for each move/swap; once the move has taken place, the Hall Supervisor must notify the Student Hub *immediately* in order for the charge to be processed and for any records to be updated. All move/swaps will be subject to availability.
Hall Transfers

*Only applicable on medical or well-being grounds*

**Stakeholders**
- Students
- Student Hub
- Hall Warden Teams
- Director of Student Services
- Imperial College Health Centre / other GP surgery
- Disability Advisory Service
- Residential Services Team

**Process**

If a student wishes to transfer to another hall on **medical grounds**, this has to be supported by a certified medical certificate or other relevant evidence. In all medical cases, the medical certificate will be sent to a College nominated GP who will also be required to sign-off and approve any transfer. Their decision to uphold or reject the transfer request is final.

If a student wishes to transfer to another hall on **welfare grounds**, this has to be supported by the Director of Student Services (and/or his/her nominee) and the Hall Warden. Each individual request will be evaluated and ranked in priority using an A-D system:

<table>
<thead>
<tr>
<th>Category</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>A strong case in which every effort should be made to give the student a space according to their wishes and requests</td>
</tr>
<tr>
<td>B</td>
<td>A good case, in which a space should be allocated if possible, but the needs of other more pressing cases should take priority</td>
</tr>
<tr>
<td>C</td>
<td>Ok – but nothing special. There are likely to be more needy cases than this one</td>
</tr>
<tr>
<td>D</td>
<td>There seems no reason why this student should have any priority in the allocation of places</td>
</tr>
</tbody>
</table>

Requests on medical or well-being grounds will rely on a suitable vacancy arising in another hall. Should a suitable vacancy arise in another hall, the Student Hub will email the Warden of both current and proposed hall and the Director of Student Services for their prior approval to proceed with the transfer.

The Student Hub will undertake a debt check on each student – the hall transfer request will be refused if a student has an outstanding debt to the College which has not been addressed. Should the hall transfer request not be approved for any reason, there is no route to appeal.

If the hall transfer request is approved, the Student Hub will notify the student by email along with the Residential Services and Hall Warden teams specifying the date that the transfer can take place. The Student Hub will also liaise with the Hall Supervisor to ensure that there is sufficient time for the relevant room to be cleaned prior to arrivals and that keys, access cards and inventories are prepared in advance. Once the transfer has taken place, the Hall Supervisor must notify the Student Hub **immediately** in order for any records to be updated. All transfers will be subject to availability.
Student Hub notification

In all cases the Student Hub must be notified immediately by email at accommodation@imperial.ac.uk if:

1. A student returns their keys to the Wardening or Residential Services teams and there is no record of the student declaring their departure
2. Either the Wardening or Residential Services team members notice that a student is no longer in the hall and there is no record of the student declaring their departure
3. A student has been moved rooms due to a maintenance issue
4. A student has been moved due to a medical or wellbeing emergency when the room swap policy has not been followed

In the event of points 1 & 2, the Student Hub team will then contact the students department and Registry to see if the student has handed in their notice to leave Imperial College or have declared to go on an Interruption of Study (IOS).

Notice to Quit

Stakeholders

• Students
• Student Hub
• Credit Control
• Student Financial Support
• Hall Wardening Teams
• Student Records Team (if applicable, ie: IOS, leaving College)
• Disability Advisory Service (if applicable, ie: Medical or Well-being student going on IOS or leaving College)

Process

If a student wishes to terminate their licence after the move-in date, they must:

• complete the Notice to Quit Form which can be requested from the Student Hub or the Campus Services Co-ordinator at Silwood Park (postgraduate students only)
• return this completed form to the Student Hub or the Campus Services Co-ordinator at Silwood Park (postgraduate students only) either in person or via recorded delivery
• vacate their room or flat and return their key to the hall staff by 10.00am on the date stated on the Notice to Quit Form.

It is the student’s responsibility to note the reason for their departure on the Notice to Quit Form and to notify the relevant departments if they are interrupting, or withdrawing from, their course of study.

Students will not be permitted to remain in the accommodation after the departure date specified in the Notice to Quit Form. It is the responsibility of the Residential Services team to ensure that the student vacates their room on the specified date and to notify the Student Hub team by email. Without this confirmation, records cannot be updated.

Please note that until the accommodation has been re-licensed under clause 16.2 within the accommodation licence, the student will be liable for the licence fee for the remainder of the licence periods in that academic year.

Students can cancel a Notice to Quit at any point prior to the specified departure date provided another student has not already been offered the room. Should another student take up the licence of a vacated room, the original student will receive a credit note via email and they will need to contact the Tuition Fees team for a refund (tuition.fees@imperial.ac.uk)

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