**Student Accommodation FAQs**

**(updated 22 December 2022)**

The following comprise some of the more commonly asked questions regarding our accommodation offering and the Licence to Occupy (LTO). Almost all answers to the questions below can be found in the LTO itself.

**ACCOMMODATION RANGE AND REGULATIONS**

**What kind of accommodation is available at Clare Hall?**

Clare Hall is home to approximately 120 students, most of whom live in shared standalone houses with between 4 – 15 occupants. About 90 students live on College grounds, within 400m of our Main Site; the remainder live in external accommodation, up to a mile away. The majority of our rooms have shared bathrooms, but there are some en suite rooms available. A small number are suitable for double-occupancy, and there are several bespoke student family flats.

**How is accommodation allocated?** College allocates accommodation first to existing students who have not yet stayed more than two years in College accommodation (or three, for those transferring from Masters to PhD programmes). Thereafter, the allocation process for new students usually commences at the beginning of July , and accommodation is only offered to new students on confirmation from our Tutorial Office that they have met all conditions of study with Clare Hall. The only exceptions to this are on specific request from Tutorial.Information on the rooms and flats that are available at the time are sent with the accommodation application documents and returned, completed applications are allocated on a first-come, first-served basis.

**Do you have accommodation for disabled students?** Clare Hall has a very limited number of rooms specifically adapted for students with significant disabilities. Instead, we reserve a selection of other rooms with useful features (e.g.: ground floor, no steps) for priority allocation to students with **registered** medical conditions. Information on this can be found via the [Accessibility and Disability Resource Centre | ADRC (cam.ac.uk)](https://www.disability.admin.cam.ac.uk/).

**How many people will I share with?** Our smallest shared property houses 4 students, and our largest buildings house 15. Kitchens, living rooms, and numbers of bathrooms are scaled accordingly, so the larger properties have as much cooking or living space per person as the smaller ones.

**Can my partner live with me in College?** It is possible – subject to agreement – for a partner to accompany a student in some situations and subject to the availability of a suitable room. However, this is not guaranteed in all cases, and should be discussed with the Accommodation Manager when requesting a room at Clare Hall. Council Tax may be liable on the property depending on your partner’s status.

**Can you accommodate student families?** We have three purpose-built, 2-bedroom family apartments located on our main College site and two of these can accommodate up to a family of four.

The accommodation is prioritised for student families and they are not offered to single occupancy applications until all confirmed students with families have been accommodated.

Once reserved, family accommodation is usually offered to students for the duration of their studies, with applications being sent to existing students each year in the February/March to apply for the next academic year.

**What does a Licence to Occupy mean?** A Licence to Occupy (LTO) means the College remains the owner of the building and room in which you reside, but grants you the right to their use. You do not have any right to alter the structure or fabric of the building, its furnishings, appliances, and so on. As such, from a legal perspective, you are not a tenant within the buildings and the College is not your landlord.

**Does the College put my deposit in a protection scheme?** Clare Hall does not place deposits in an assured protection scheme, but they are not used for any other purpose than offsetting the costs of damage arising during occupation. Fair wear-and-tear is allowed for. A list of probable damages charges is available within these FAQs, but each case is taken on individual merit.

**AMENTIES**

**What will my room come with?** All rooms have a bed-and-mattress, a desk, lamp, bin, and storage facilities (cupboard / wardrobe / chest of drawers). Some rooms have sinks, and a few are en suite.

You are of course permitted to bring personal belongings with you, and may also even bring some of your own furniture too should you wish, however College furniture **will not** be removed to accommodate any items.

**What does the College do for me?** The College ensures its infrastructure is safe to use and complies with the relevant national legislation. The College conducts fire alarm testing and flushing of vacant rooms’ sinks weekly (Tuesdays), cleans the common areas (kitchens, lounges, bathrooms), and provides soap, toilet paper, and washing-up liquid. Most student houses have their own washer-dryer machine and there are communal laundry machines at two points on our estate, unlimited use included with rent.

**Do I need a TV License?** If you plan to watch live television or any BBC service within your room, you will need to purchase your own TV License (see [TV Licence - GOV.UK (www.gov.uk)](https://www.gov.uk/tv-licence)). The College has licenses for TVs in shared areas (e.g.: common rooms) only.

**Do you provide Internet?** Yes, the College supplies internet via the University Information Service across its estate, included with your rental fees. Speeds are not readily available from UIS but the network functions reliably and suits the needs of most students regardless of demand.

**Can I bring or buy my own electrical appliances?** With the exception of electric heaters and electric blankets, appliances may be bought and used in our accommodation provided they are PAT tested and conform to UK electrical safety regulations. A member of the Maintenance Team will be able to arrange appropriate testing of equipment.

**PROBLEM-SOLVING**

**What if there’s a problem with my room / house?** The College Maintenance team is responsible for the upkeep of our buildings, and we have a bespoke fault reporting form on our website. Urgent issues are resolved as they arise, including overnight. Non-urgent issues are dealt with between 08.00 – 17.00 hours, Monday to Friday.

**What if I have issues with my housemates?** In the first instance, as postgraduate students, you will be expected to attempt dispute resolution yourselves. However, if a problem is serious or persistent, the College can help via the Tutorial Office. Criminal offences – which are very rare – should be reported immediately to the Police and Porters’ Lodge.

**I’m struggling to pay my rent. Who can help?** Contact [tutorial.office@clarehall.cam.ac.uk](mailto:tutorial.office@clarehall.cam.ac.uk) where a member of the Tutorial team will work with you to understand your situation and clarify the support available via College. Please note: late or missed payments are taken seriously but many of the unintended consequences can be avoided through timely and clear communication with the College.

**OTHER CONCERNS**

**Can I smoke or vape inside Clare Hall?** No, smoking and vaping are strictly forbidden across our entire estate, inside and outside.

**Can I bring my pet?** No, pets or emotional support animals are not permitted in Clare Hall accommodation. Registered guide dogs are permitted by law. Some staff bring cats and dogs to work with them and are usually happy for them to socialise with students in common areas of the College. These are subject to a risk assessment and the owners holding the relevant public liability insurance for their animals.

**Can I have a guest to stay?** You may have a guest to stay up to nine nights in a term, and on no more than three consecutive nights. You must be resident when your guest stays, and you must inform the Porters’ Lodge of their arrival / departure. Camp beds are available for rent if required.