

Frequently Asked Questions: Accommodation at Coventry University London

Section 1: About the halls and rooms

Is the accommodation University-owned or independently owned?

We are partnered with Chapter Spitalfields, which is very close to campus. It provides an excellent range of facilities and is affordable and safe. We also work with University of London Housing Services (ULHS), which runs a private housing service for students in London. Both currently enrolled students and those with an offer to study can access these services.

Are your halls/rooms single or mixed sex?

Chapter Spitalfields is arranged in single-gender flats. However, you can request a mixed gender if you prefer.

You will have the chance to specify your gender-sharing preferences in your online application.

Can I smoke in the accommodation?

Our accommodation is strictly 'no smoking.'

Can I put posters up in my room?

Posters are not allowed on walls. However, notice boards are provided in most bedrooms.

Please speak to accommodation reception if you have any questions.

Can I have friends or family to stay over?

Yes, you can. Every guest staying overnight needs to be reported to Chapter Spitalfields main reception. If you do have guests visiting you in your accommodation, you need to accompany them at all times, and you are responsible for their behaviour in the accommodation.

Please check with Chapter Spitalfields for more details.

When can I move in?

Arrivals can vary based on your course. You will receive an email inviting you to select your arrival time slot. You can arrive to Chapter Spitalfields any time after 2 o'clock daytime, as Chapter Spitalfields reception is open 24hours.

Email: culcaccommodation@coventry.ac.uk for outside hour's arrivals.

Can I move in early?

Unfortunately, you cannot move in earlier than the start of your contract. If you intend to arrive earlier, it may be worthwhile to book a Bed and Breakfast or a hotel.

Where in the city is Chapter Spitalfields located?

Please refer to the Coventry University London website at www.coventry.ac.uk/london/student-life/accommodation.

Chapter Spitalfields is a very short walk from Coventry University London.

What security is there?

Chapter Spitalfields offers a range of security features, including CCTV and access control, as well as onsite, 24-hour security guards.

Does Chapter Spitalfields offer free gym membership?

Yes, Chapter Spitalfields has its own onsite gym access included in the rent.

Will I be placed with other students studying my course?

The FutureLets team allocates rooms on a first-come-first-served basis so the mix of courses studied will vary within each flat. Students staying in the accommodations may also be from other Universities in London, so it's a great chance to meet a really diverse group of students.

What can I expect to find in my accommodation?

The facilities and furnishing vary depending on the room type you book.

Please check our website to find more details

www.coventry.ac.uk/london/student-life/accommodation.

All Enquiries

T: 020 7247 3666

Private Lettings

E: Housing@london.ac.uk

W: www.housing.london.ac.uk

University Halls

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W:

<https://www.coventry.ac.uk/london/student-life/accommodation/>



Section 1: About the halls and rooms (continued)

Can I have a TV in my room?

Chapter Spitalfields does not provide a TV and you will need to purchase a TV Licence for your room if you wish to watch live TV or catch-up services.

Please check the TV Licence website if you are unsure www.tvlicensing.co.uk.

Can I have an additional fridge in my room?

No, additional fridges are not permitted in your room.

Will I have my own cupboard to store my crockery, cutlery and cooking utensils?

Individual cupboards in shared kitchens are not assigned to individual rooms. It is left to the occupants to decide how they choose to use/allocate kitchen storage.

If you opt for a studio flat, the storage in there will be for your sole use, so you can buy these items earlier if you wish.

Can I keep my pet in my student accommodation?

This is not possible and will be in breach of your accommodation contract.

Please email us at culcaccommodation@coventry.ac.uk for further information.

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Section 2: Applying for your accommodation

When can I apply for accommodation?

Dates vary depending on the time of year. Please check University website for announcements or alternatively email culcaccommodation@coventry.ac.uk. You will be able to submit an online application to FutureLets on behalf of the Coventry University Group through our website, provided you have been offered an unconditional or conditional place of study, and you have made Coventry University London your 'Firm' choice on UCAS.

To apply online you will need your Student ID number, which will be sent to you separately by Coventry University London Admissions. Once an accommodation offer is made, you have three days (this changes to one day after A level results are available) to accept the offer, pay your deposit and initiate a payment plan to confirm your booking.

The deposit types and amounts can vary – please contact us directly for more information, or look at the property pages on our website www.coventry.ac.uk/london/student-life/accommodation.

You can reject the offer at this time if you are not satisfied, and no penalty charge will apply. If you choose to reapply for your accommodation, please note that your choices may be limited, and your application will join the waiting list which is operated on a first-come-first-served basis. We make our offers of accommodation based on the best available on the day, and based on the Information included on your application.

What are my chances of getting my first choice?

To apply for University accommodation online you need to have made Coventry University London your 'Firm' choice on UCAS. Once an academic offer converts to an unconditional place, the FutureLets team will allocate a room on a first-come- first-served basis. When you submit your online application, it is important that you complete all the options requested, to give our team the best chance of allocating you a suitable place.

All of our offers of accommodation are made strictly subject to availability. Due to demand, we are not able to guarantee that a particular room will be offered to you. However, your preferences will be accommodated as far as possible.

Is the accommodation contract long enough for my course?

Chapter Spitalfields has a 48 weeks contract, which should cover the duration of your course.

For more details please check our website www.coventry.ac.uk/london/student-life/accommodation.

Please check with Registry for your specific course dates.

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I have accepted Coventry University London's offer as my 'Firm' choice – when will I receive my accommodation offer?

Conditional Firm (CF) applications will be held until confirmation from UCAS and the University that the conditions of your course offer have been met. When your status has changed through UCAS to Unconditional Firm (UF) and you have met the academic requirements for the course then you will be made an offer of accommodation. International students waiting for your CAS, please email- londoncampus.io@coventry.ac.uk

I am trying to apply for accommodation online but it is asking for a Student ID number: where do I find this?

Student ID numbers are emailed directly to applicants or sent in hard copy to all students who had an Unconditional or Conditional offer in March of the year of entry. Those who receive offers after this time will be able to find the Student ID number on their hard copy offer letter.

If you do not have an offer letter, you can send us your full name, date of birth and course of study to culcaccommodation@coventry.ac.uk and we can confirm your Student ID.

Can I apply if Coventry University London is my insurance choice?

No, Coventry University London needs to be your 'Firm' choice university before you can submit an application for accommodation.

What if I want to go for private accommodation?

We work with University of London Housing Services (ULHS), which runs a private housing service for students in London. Both currently enrolled students and those with an offer to study can access these services.

For further details please visit www.housing.lon.ac.uk.

Is it possible to book a shared room?

All rooms are single occupancy.

What if I am a Clearing student?

Priority is given to students who originally selected Coventry University London as their 'Firm' choice. All applications are processed and rooms allocated on a first-come-first-served basis (subject to availability).

I would like to live with a group of my friends. What do I do?

Please specify this in the additional notes section within the online application so that this can be taken into consideration during the room allocation process. You will need to include the full names and Student ID numbers of your friends, and each of your friends will need to specify your full name and Student ID number in their application for this to be considered. We will do our best but unfortunately it cannot be guaranteed.

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Section 2: Applying for your accommodation (continued)

Are there disabled-adapted rooms available to book?

Unless requested and confirmed, rooms will not be disabled-adapted. If you require a disabled-adapted room, you will need to submit medical evidence and you must indicate on your application if you have limited mobility or any other impairment that may require you to be housed in a disabled-adapted room. Disabled-adapted rooms are subject to availability.

Please contact the accommodation team at culcaccommodation@coventry.ac.uk if you have any queries.

I am a Pre-Sessional English student but I am starting my degree next academic session: can I book a room early?

You can submit an application for your PSE accommodation and for your September accommodation. Acceptance is subject to availability.

Can I view some rooms before I submit an application?

You are welcome to attend an open evening event where we can show you the rooms we have available. Please visit our website to check more details <https://www.coventry.ac.uk/london/study/meet-us/open-day/>

I cannot attend an Open Evening. Can I schedule an appointment to view rooms at my convenience?

Please email us at culcaccommodation@coventry.ac.uk and we can try to arrange a tour for you. While we will do our best, this may not always be possible.

I am an international student and require accommodation.

What do I do?

You need to submit an online application, and we will process this once you have met all of the conditions of your course offer and confirmed Coventry University London as your 'Firm' choice university. Once we offer you a room, you will need to pay up to 1/2 of your rent upfront, plus a deposit of up to £500. If for any reason you do not come to Coventry University London after you have accepted a room offer, refunds will only be given in exceptional circumstances. If you need to request a refund for a payment already made please read the [withdrawal refund policy](#) before making your request.

Do I need a visa to apply for accommodation?

No, you don't need a visa to apply for accommodation. We will be able to offer you accommodation so long as you have met the conditions of your course offer.

I was away on holiday and my room offer lapsed/was withdrawn. What do I do?

Please contact Coventry University London Accommodation to discuss your application, at culcaccommodation@coventry.ac.uk.

I am unable to pay the deposit now, please can you extend the room offer?

Only in exceptional circumstances are we able to extend room offers, and these are determined on a case-by-case basis.

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Section 3: Accommodation costs and payments

How much do I need to pay as a deposit?

If you accept an offer of accommodation, you will be required to pay a security deposit of £500 plus at least the first instalment of your rent. You will need to set up a payment plan for the remainder of your rent.

For more information, please visit our payment information pages at www.coventry.ac.uk/london/student-life/accommodation.

What payment plans are available?

Option 1. Payment of rent in full by credit/debit card, or by PayToStudy, on acceptance of the room offer, plus a deposit of £500.

Option 2. Payment of £500 deposit plus the first 1/2 of your rent upfront on acceptance of the room offer, followed by the final 1/2 of your rent due on a set date.

Please see our webpages where you will find a payment schedule

For more information on the PayToStudy service, please visit

<https://coventryaccommodation.paytostudy.com/>

Does the rent include utility bills?

All bills are included in the rent.

If I pay my accommodation fees in full, do I get a discount?

By booking through us, you already benefit from discounted prices. No additional discount is offered for paying your accommodation fees in full.

I made a payment by card but would like to change the card details. What do I do?

This is not a problem. You can change your card details at enrolment or on your SOLAR account after you have enrolled.

Are laundry facilities free/included in the bills?

Generally, no. Usually it costs around £3 for a wash and £1.50 for a dry. (Charges may vary depending on the property).

I cannot afford the rent. Can I cancel my contract and move out of my student accommodation?

You will need to find a suitable replacement student for your room before you can be released from your contract. You would be liable for an administration fee and the accommodation fees for the room up until the replacement student takes over your contract.

FutureLets can try and help you find a replacement student, but ultimately it is your responsibility to find one suitable to take over the contract.

Section 4: Property summary

Shared or En-suite?

Selecting the room type that is right for you can be quite confusing, so we have put together this handy table to help you decide which to apply for.

Property	Licence (weeks)	Bathrooms	Catering	Kitchens
Chapter Spitalfields	48	Shared	Self-catered	Shared
		En-suite	Self-catered	Studio

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