



Late Buildings and Accommodation Guarantees Process

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LATE BUILDINGS AND ACCOMMODATION GUARANTEES PROCESS

1. Purpose

The purpose of this process is to set out the University of Wolverhampton's obligations and the options available to students where university-managed accommodation, including new builds or refurbished residences, is not ready for occupation by the agreed start date of the licence period.

This process has been designed to ensure compliance with:

- The Universities UK (UUK) Code of Practice for the Management of Student Housing, and
- Consumer protection legislation, including the principles set out by the Competition and Markets Authority (CMA), requiring terms and processes to be fair, transparent, and clear.

2. Scope

This process applies to all students holding a licence agreement for university managed accommodation where:

- A building, part of a building, or essential communal facilities are unavailable for occupation on the agreed licence start date due to delays in construction, refurbishment, or essential works.

3. Guiding Principles

In line with UUK and CMA expectations, the University commits to the following principles:

- **Transparency:** Students will be informed promptly and provided with clear, accurate information.
- **Choice and Fairness:** Students will be given reasonable alternative options without financial disadvantage.
- **No Detriment:** Students will not be charged for accommodation they are unable to occupy.
- **Accessibility and Equality:** Consideration will be given to students with disabilities or additional support needs.
- **Consumer Rights:** Students will retain the right to cancel their accommodation licence where contractual obligations cannot be met.

4. Identification and Notification of Delay

Where the University becomes aware that accommodation will not be available for occupation by the agreed start date:

- Students will be contacted as soon as reasonably practicable by email.
- The communication will clearly set out:
 - The nature of the delay
 - The anticipated revised completion date (where known)
 - The options available to the student
- Accommodation web pages will be updated regularly to reflect accurate and current information.

5. Student Options

Where a delay occurs, students will be offered one or more of the following options:

5.1 Alternative University Accommodation

- Temporary accommodation within the University's own accommodation portfolio, which may be:
 - On a different campus, or
 - Of a different room or accommodation type

Where a different accommodation type is provided, charges will be adjusted so that the student is not financially disadvantaged.

5.2 Deferred Occupation

- Students may choose to delay their move-in date until the original accommodation is ready.
- The licence start date and accommodation charges will be amended accordingly, and charges will only apply from the actual date of occupation.

5.3 Cancellation of Licence Agreement

- Where the University is unable to deliver the accommodation as agreed, students have the right to cancel their licence agreement.
- To exercise this right, students must notify the Accommodation Team within seven (7) working days of the notification email.
- Any rent in advance payments of £500, will be refunded in full.

Contact details:

- Wolverhampton: Cityaccommodationhub@wlv.ac.uk
- Walsall: Walsallhub@wlv.ac.uk

6. Fees, Payments, and Refunds

In all cases:

- Students will not be charged for accommodation they are unable to occupy.
- Any adjustments to accommodation type, location, or start date will be reflected accurately in the licence and charges.
- Refunds will be processed promptly and in a clear, transparent manner.

7. Temporary University Accommodation Arrangements

Where a student moves into temporary University accommodation:

- All standard facilities, including Wi-Fi and laundry services, will continue to be provided.
- Support services will remain accessible.
- The University will manage any subsequent transfer back to the original accommodation once it becomes available.

7.1 Students with Disabilities

- Students with disclosed disabilities or additional requirements will be prioritised for:
 - Appropriate alternative accommodation, and

- Access to suitable on-site or nearby support facilities
- Where accommodation is located away from the student’s primary place of study, the University may provide transport or reimburse reasonable travel costs.

8. Temporary Non-University Accommodation

Where University accommodation is not available:

- The University will, where reasonably practicable, assist students in sourcing suitable alternative accommodation.
- The University licence agreement will be cancelled, and any rent in advance payments will be refunded.
- The rent payable for alternative accommodation will not exceed:
 - The rent agreed under the original University licence, or
 - The market rate for comparable accommodation provided by the third-party provider

Where higher costs arise, the University will work with the student and provider to ensure the student is not financially disadvantaged.

If essential services such as Wi-Fi or laundry facilities are not included, the University will reimburse reasonable additional costs incurred.

Where students subsequently move back into university accommodation, reasonable assistance will be provided to support relocation.

9. Displacement and Additional Costs

If a student believes they have incurred reasonable costs arising directly from accommodation delay which are not covered by this process:

- The student should contact the Accommodation Team as soon as possible.
- Each case will be reviewed fairly and consistently, in line with UUK and CMA principles.

10. Review and Compliance

This process is reviewed periodically to ensure continued compliance with:

- The UUK Code of Practice
- Consumer protection law and CMA guidance
- Institutional good practice

Version	1	Author / Owner	Bec Woolley
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