

Halls of Residence

This guide will give you useful information about renting university Halls of Residence. There are 1139 rooms across the University. Ivy Hall is managed by MDX Accommodation Team. Southern Housing and Unite Students manages the other accommodation on behalf of the University. They are responsible for the day to day running, including cleaning, security and maintenance. Hall applications and allocation of places are dealt with by the MDX Accommodation Team.

There are various styles of halls from traditional with shared kitchens and bathrooms, to self-contained flats grouped around a shared kitchen and self-contained studios. There are a range of ensuite or shared bathroom facilities and all accommodation is self-catering. All rooms offer internet access and the average cost per week of a room in halls is £162.61 to £202.93 inclusive of all bills.

What happens when I am offered a place in Halls?

If you are offered a room in halls your Student Residence Agreement (which forms the basis of your accommodation contract) will be sent to you via email. Your Student Residence Agreement will include, or have links to, the following:

- Your offer letter giving the name of your Hall allocation
- Payment Agreement Form
- Terms and Conditions of occupation

Do I have to pay a deposit?

No. We ask for £300 as rent in advance to secure your room in Halls. However, you will be charged for any breakages and loss of University property by both individuals and communities.

Damage to halls' property, other than fair wear and tear, may be charged to all residents in a specific area. This also includes the cost of cleaning, should residents leave their room in an unreasonable state at the end of the contract period, the settlement of outstanding University debts, and replacement locks and non-return of keys.

NB. If you apply for halls, pay the rent in advance and then cancel the application, providing that you let us know before the start of term, and there is enough time for a student to take your room, then the money will be refunded.

What should I look out for before signing the contract?

Before you sign the contract, it is important that you are aware of key terms such as the duration of the tenancy, the rent payable and how it can be terminated by both you and the University. Therefore, it is essential that you read the Terms and Conditions of occupancy. By accepting and signing the contract or by moving in even for one night, you are agreeing to abide by the Student Residence Agreement and, amongst other things, are liable for the rent for the duration of the contract. Seek independent advice before signing if you are unsure of any part of your contract.

When do I pay my rent?

Rent is due and payable in advance in each payment period; these depend on your particular contract. The rent is due with effect from the start of the contract irrespective of the actual move-in date and is normally paid in two instalments as detailed in your offer letter.

- 11 September 2023
- 2 January 2024

You can pay your rent by credit/debit card on-line through myUniHub and by telephone to the Finance Team on 020 8411 6400, 'select option one'.

NB. Rent is payable irrespective of individual course dates, which may start later or earlier than the standard term dates.

I am a UK Student in receipt of a Student Loan; can I pay my rent in 3 instalments?

Yes. You will need to contact the University Finance Department and submit a request to do this.

What happens if I do not pay my rent?

Failure to pay your rent may mean losing your right to remain in Halls. You will initially receive written requests for the outstanding rent and if you are in excess of 8 weeks in arrears, you may be issued with a 28 day Notice to Quit (NTQ). A NTQ is a document issued by the University advising you to leave the room and return the keys.

A NTQ can be issued for other reasons too, as explained in the Terms and Conditions of occupancy. At this stage, failure to pay your rent in full can result in court action to evict you and will prohibit you from gaining a Halls place in the future.

If you are experiencing financial difficulties, seek advice from the Student and Welfare Advice Team at the earliest opportunity.

What if a repair needs to be carried out in the property?

Requests for maintenance or repairs should be reported to staff in the Local Halls Office as soon as possible. Complete a maintenance form stating what is wrong. Once your form is received, it will be logged onto the system. This assists Southern Housing or Unite Students in ensuring that the repair is processed and addressed in a timely manner. Repair issues have specific timescales allocated to them, dependant on the priority level set. These are different for each type of repair required, however, some examples are:

- Emergency: health and safety issues will be 'made safe' within 2 hours and permanently repaired within 5 days.
- Urgent: Potential hazards which also include but not limited to internal heating, power, washing and toilet facilities will be temporarily repaired within 24 hours and permanently repaired within 10 days.
- Non-Urgent and Routine Repairs: Other general repairs and planned maintenance to services, fabric or furniture, fittings and equipment will be temporarily repaired within 7 days and permanently repaired within 14 to 28 days.

If the Halls Office is closed, report any issues to the Security Staff who will take the details and report them to Local Halls Staff or deal with it immediately if it is an emergency. Every effort will be made to give notice and to minimise any disruption.

What if I want to move out before the contract comes to an end?

If you leave the halls and return your keys you will be liable for the rent for the duration of the contract unless the MDX Accommodation Team find someone else to occupy the room.

What if I withdraw from the University?

If you withdraw from your academic programme and leave the University, you must give one month's notice to vacate. Notice must be given in writing to the MDX Accommodation Team together with the official 'Withdrawal/Interruption of Studies' form which is supplied by UniHelp desk. Should you wish to move

before the end of the notice period, the MDX Accommodation Team will make every effort to find a replacement student for the room, but it is possible that you will be liable for the rent for the full one month's notice period.

Is my room insured?

Yes. The University insures your room against fire and other risks. There is a basic level of personal contents insurance also in place, for belongings in your room with Endsleigh.

It is important to find out exactly what you're covered for as you may find that the contents cover is not sufficient and your needs. Details on how to check what the insurance covers is included in the accommodation contract.

Do I need a TV Licence?

Yes, you do! See Welfare Advice Guide: TV Licensing and Students.

What about Private Halls of Residence?

London offers a range of private halls of residence for students. These halls are managed independently and vary from luxurious ensuite studios to simpler dormitory-style hostels, depending on your budget. The average cost per week of a room in halls is £150 to £475. Contracts vary according to the hall.

University Accommodation Service Contact details:

MDX Accommodation Team: 020 8411 6121

Email: accomm@mdx.ac.uk

Or visit: www.mdx.ac.uk/accommodation

You can access other Welfare Advice Guides at: unihub.mdx.ac.uk/welfare-guides

Middlesex University Student Welfare Advice Team have made every effort to ensure that the information contained in this leaflet is accurate. Middlesex University however, cannot be held responsible for any omissions or errors. This publication can only be a guide and is not intended to replace the complex and diverse legislation covered. Statutes and regulations may change during the year without notice. If in doubt seek independent advice.

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