



YOUR GUIDE TO APPLYING

STEP BY STEP GUIDE TO APPLYING

1. APPLY ONLINE VIA

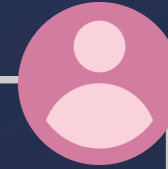
www.wlv.ac.uk/university-life/accommodation/how-do-i-apply/

OR THROUGH YOUR EVISON ACCOUNT



2. CREATE AN ACCOUNT

Use your student number as your username and create a memorable password



3. SELECT YOUR ACCOMMODATION PREFERENCE

Choose from a range of rooms, including Standard and En-suite options (Please note that Telford and Walsall Campus does not provide a standard accommodation option).



4. RECIEVE YOUR OFFER

The Accommodation Hubs will email you your offer, keep and eye out for the email!



5. REVIEW YOUR OFFER

Log into your account to review your offer – accept if you are happy with the choice offered to you or get in touch with your local Accommodation Hub if you have a problem with the room offer.



6. ACCEPTING YOUR LICENCE

Read through your licence agreement and accept the offer. Read the privacy notice and state your GDPR marketing options.



7. ADVANCE RENT PAYMENT

Pay your £500 advanced rent payment which will be deducted from your last rent instalment - this secures your booking.



8. BOOKING COMPLETE

Your accommodation has now been booked! You will be sent your arrivals information before your move-in date



◆ WELCOME HOME

University run accommodation can be found on the doorstep of each campus. With a variety of room types available, all including bills and internet as well as added perks such as the handy campus shuttle bus). You're sure to find your home away from home.



◆ CANCELLATION RIGHTS

The Consumer Contracts Regulations (June 2014) Right To Cancel

The Consumer Contracts Regulations (June 2014) provide that the University Accommodation Licence Agreement is not an agreement to which the “cooling off” cancellation period applies. Our cancellation terms are set out below.

Cancellation of Accommodation after Acceptance

Students who have paid the £500 advanced rent payment should note that if you accept the offer, but later wish to cancel the Accommodation prior to moving in, you should tell us as early as possible as this gives us a better opportunity to find an alternative resident for the Accommodation.

- If we are successful in finding another resident for your Accommodation before the start of your booking, you should refer to What happens to your advanced rent payment regarding any application fee you may be due to be refunded.
- If we do not find another resident for your Accommodation until after the start of your booking, you will be charged for the number of days that the Accommodation is unoccupied and you should refer to What happens to your advanced rent payment regarding any application fee you may be due to be refunded
- If we fail to find another resident for your Accommodation, you could be held liable for the full amount of the contract.

◆ WHAT IS THE LICENCE AGREEMENT?

To reside within University accommodation, you must have completed and signed the Licence Agreement and paid an advanced rent payment of £500. Please note: this is a legally binding agreement and you will be required to remain in the accommodation until the end of the contractual period.

The Agreement also outlines the regulations you need to observe during your stay in accommodation. If you have mislaid your copy, you can access it through the website: www.wlv.ac.uk/accommodation or your e:Vision account. If you have any queries regarding the Agreement, please contact the Accommodation Hub.

The Licence Agreement will be accompanied by an offer letter that details the dates you are licensed to hold a room. If you arrive before 6am on the first date specified on this letter, you may be charged an extra night's stay. Please contact Accommodation Hubs if you need to move in before the date specified.

Students Guide to Using StarRez New and Returning Students.

What is StarRez?

StarRez is the accommodation IT system that will enable you to book your accommodation on line for your first year and further years of study.

StarRez also has an option available to you to contact the Accommodation teams with any queries, issues or concerns. This can be allocated within the portal once you have logged on and registered and is called “Areas of Concern” this can be used as soon as you have arrived.


How do I access the portal to apply?

You will need to apply via your evision account. If you go onto the accommodation section and then scroll down to the red box with a star, it will take you to a star rez portal. This is where you will then be able to register and apply for accommodation. Once you have submitted your online application, we can then send out your offer and ensure that you are all allocated into your preferred room choice.

Following the steps below you will need to:

1. On evision you will need to go onto the accommodation section and then scroll down to the red box with a star, it will take you to a star rez portal.
2. Click on Log in (on the top right) and then - Select Forgot Password
3. Enter your email address (please use the email address that you receive this email on as this is the one we have in the system for you).
4. Check your emails from City Accommodation Hub and follow the link on there.
5. Once you have created your password it will take you to your StarRez portal.
6. Select Applications and Offers
7. Select Save and Continue
8. Select Term The university of Wolverhampton 25/26 and follow the steps.(If you have any medical conditions, please tick the box and download the form. Once completed please upload this back onto the portal) Please note we need this information prior to sending you an offer, so please upload the form once filled in.
9. Once you have completed all other steps it will say:
10. SUBMIT




e-vision

Whilst you are going through the portal process, and you have any issues or problems with the process you can contact us in any of the following ways;

1. There is an online chat Tawk, which is monitored Monday – Friday 9am – 5pm. This will be answered by one of the accommodation team, click on this icon at the bottom of the page.



2. Contact the relevant accommodation hub via email or telephone them.

City Cityaccommodationhub@wlv.ac.uk 01902 321268

Walsall walsallhub@wlv.ac.uk 01902 321544

Telford Telfordhub@wlv.ac.uk 01902 323900

3. Log a call on your e-Vision account.

4. If you are already in house, you can log a query via the Areas of Concern process in the StarRez portal.

[Home](#) [Areas of Concern](#)

Now that you have moved in you may need to contact us, there are a variety of ways this can be undertaken.

How to Contact Us

You can contact us through a variety of methods:

- You can email, telephone or go the campus hub at campus you reside at.
- Accommodation Portal where you would have booked your accommodation, under the Areas of Concern option.
- Through your e-Vision account.
- Out of hours Security operate 24/7 01902 321268 or use the SafeZone.

How to log a query through the Areas of Concern

You will need to log back onto the portal where you applied for your accommodation, StarRez Portal and click on the option Areas of Concern.

This will then give you drop down and a comments box to report your issue, concern or query, you will need to select the area of concern type and the one relevant to the campus you are residing at.

You will then need to select a Concern Type from the dropdown:

- Behavioural Issues – City / Walsall, Telford
- Cancellation – City / Walsall, Telford
- Financial - City / Walsall, Telford
- Room change - City / Walsall, Telford
- Safeguarding - City / Walsall, Telford

To outline further details each of the concern types have further sub types to break this down further, examples have been listed below but this is not an exhaustive list.

Concern Types	Sub Types
Behavioural Issues	Noise, problem with neighbours
Cancellation	Request to cancel licence, withdrawal from course
Financial	Setting up prepayment plan, pre payment issues, unable to pay
Room Change	Change rooms, kitchen issues, problems with neighbours, requires adapted room
Safeguarding	Concern for neighbour, mental health

You will then be required to provide additional information to outline in more detail the specifics regarding the issue. In the additional comments box please outline if anyone else is involved, student name, where they reside etc.

In the last box state the building and room number where the issue is occurring (room number, block, location) if its different to the one you are residing within.

Please give as much information as you can, so this can be actioned by the accommodation team. You will receive an automated response and will be contacted back within 2 working days if not sooner. An example of a completed form has been outlined below:

Home

Areas of Concern

Log Out

Concerns

Please complete the form below to submit your concern.

Concern Type

Behaviour Issues - Walsall

Concern Sub Type

Problem with neighbour

Please provide a description of your concern

My neighbour is playing loud music throughout the night and they wont turn this down.

Please provide any additional comments (if applicable)

I have approached and asked if they will turn this down from 11pm but they have not done this.
I live in RWA 101

If your concern relates to another flat, building, location etc. to where you are currently staying, please provide further information about this

The persons room is RWA 102

Save & Continue



Home

Areas of Concern

Concern Submitted

Thank you for submitting your concern. We will look into it shortly.

Return To Home