



Student Allocation Policy

1. Introduction

This policy outlines how accommodation at Orlando Village is allocated.

Orlando Village is committed to providing accommodation in a fair and inclusive manner. We do not discriminate on the basis of race, religion, colour, nationality, gender, disability, age, sexual orientation, marital status, or social background.

2. Eligibility (Who Can Apply?)

To apply for accommodation at Orlando Village, applicants must:

- Be a student at the University of Greater Manchester at any stage of their studies
- Be enrolled in full-time education
- Meet the terms of the tenancy agreement

Applicants under the age of 18 will be considered in line with the Orlando Village Under 18 Policy, and additional requirements may apply.

3. Application Timeline (When to Apply)

Applications typically open between November and December for the following academic year. Room types and pricing will be published on the Orlando Village website.

4. Application Process (How to Apply)

Applications can be made by:

- Completing the online booking form via: www.orlandovillage.co.uk
- Emailing: info@orlandovillage.co.uk
- Calling: 01204 903488
- Visiting the property in person

5. Guarantor Requirements

A guarantor is required unless the full annual rent is paid upfront.

The guarantor must:

- Be UK-based
- Be over 21 years of age
- Be in full-time employment or a homeowner

The guarantor agrees to cover any unpaid rent if required. Orlando Village may carry out affordability checks, including credit checks or references.

For international students, alternative options are available, including upfront payment or the use of an approved third-party guarantor service.

6. Deposits

No deposit is currently required to secure a room at Orlando Village.

Tenants remain responsible for any damages or outstanding charges at the end of the tenancy.

7. Application Assessment

Applications will be considered where:

- The applicant meets the eligibility criteria

- The applicant is not in breach of any current or previous tenancy agreement
- A suitable room is available

Applications may be declined if the above criteria are not met or if no suitable accommodation is available.

8. Disability and Special Requirements

Orlando Village will make reasonable efforts to accommodate students with disabilities or specific requirements.

Applicants are encouraged to disclose any medical conditions or special requirements during the application process to support appropriate room allocation.

9. Offers of Accommodation

Offers are subject to availability.

Orlando Village aims to issue offers within two³ working days of receiving a completed application. Online bookings are typically confirmed immediately.

If a preferred room type is unavailable, an alternative suitable option may be offered.

If no suitable accommodation is available, applicants may request to be placed on a waiting list.

10. Waiting List

Applicants placed on a waiting list will remain on the list until:

- They request to be removed, or
- They are offered a room and fail to respond within three working days

If a suitable room becomes available, Orlando Village will contact the applicant with an offer.

11. Offer Acceptance Deadlines

Offers must be accepted within the following timeframes:

- Five days (October to June)
- Three days (July)
- One day (August to September)

Failure to respond within these timeframes may result in the offer being withdrawn.

12. Accepting an Offer

To accept an offer of accommodation, applicants must:

- Sign the tenancy agreement online
- Provide guarantor details (if applicable)
- Complete all required documentation

13. Rent Payments

Rent must be paid in accordance with the tenancy agreement.

The first instalment (or full rent) must be paid prior to moving in. Payment plans will be detailed within the tenancy agreement.

14. Appeals

Applicants who wish to appeal a decision regarding their application should contact Orlando Village in writing at:

info@orlandovillage.co.uk

15. Complaints

If an applicant believes this policy has not been applied correctly, they should contact Orlando Village using the details above. Complaints will be reviewed in line with the internal complaints procedure.