ROOM SERVICE: Accommodation Application Guide

Below is a short guide to applying for accommodation using Room Service.

Before you start, please make sure:

- You have a permanent personal email address that will be in use through to October – **school and college email addresses are not suitable**.
- You have your student ID number. This is a 7 digit number for Falmouth University students and a 9 digit number for University of Exeter students. You will find it in your ‘offer of study’ letter/email. If you do not have this, please contact the Admissions Department at your institution.
- You know what type of accommodation you would like to apply for; please see the Accommodation Brochure available on our [website](#) for more information.
- Permission from your guarantor to provide their contact details to us; a guarantor is someone who agrees to cover any outstanding rent or charges unpaid by you at the end of the contract. You must ensure that you have your guarantor’s permission before entering their details. Any student who is unable to provide a guarantor must contact the Accommodation Team for further guidance.

Please read the information in this guide prior to making an application. If you have any questions or would like to discuss your options further please do not hesitate to contact a member of the team by phone or e-mail or visit the office.

Accommodation Office Opening Hours & Contact Information
Monday – Friday between 9am and 5pm located in the Glansey Lodge
Phone: 01326 253639
Email: accommodation@fxplus.ac.uk
How to create your Room Service account:

1 – Go to https://roomservice.fxplus.ac.uk/eaccom/login/start.do to create your Room Service account.

2 – First you need to register so read the information on the first page carefully and select the link to register with Room Service.

3 – Enter your student ID number, Surname and date of birth in the relevant fields. **You need to have access to this e-mail address until October so don’t use a school or college address.**
4 – Log-in to the email account you registered with and you will find an email that contains your validation code.

5 – Enter the email address and password that you registered with as well as the 6 digit validation code and press ‘continue’. Please note that:

- If your validation code is not in your inbox, make sure you check your junk mail folder
- The validation code is our way of checking you have a valid email address. You will only need to use this code the first time you log in to your Room Service account

6 – You will need to enter details of at least one guarantor; a guarantor is someone who agrees to cover any outstanding rent or charges unpaid by you at the end of the contract. You must ensure that you have your guarantor’s permission before entering their details. Any student who is unable to provide a guarantor must contact the Accommodation Team for further guidance.

Click on ‘Guarantor one’ to begin, enter the details then click on ‘guarantor 2’ to enter the details of your second guarantor.
How to make an application for accommodation

1 – Log in to your Room Service account using the Login ID and password you set up when registering.

2 – Read through the information carefully. You will find a link to our website where you can read our Accommodation Brochure; we would advise that you read through this before you submit your application.

3 – Click on ‘Applications’ from the menu on the left hand side of the screen; this will take you to the first step of the application process. To begin, click on ‘Create New Application’.

Cont.
4 – You will now be asked for details about the accommodation you would like to apply for. Please use the drop-down menus to select the most appropriate preferences. You will need to tell us:

• the academic year you are applying for (e.g. 2014/15),
• your student status (e.g. ‘International Postgraduate’, or ‘UK/EU Undergraduate’) – if you are not sure what type of student you are please refer to the FAQ’s.

5 - Once you have completed this section click ‘Continue’ to take you to the next step.

6 - Accommodation Preferences

Please complete your accommodation choices in order of your preference. We cannot guarantee to meet your first preference so we recommend that you complete all sections so we can look to allocate your 2nd/3rd choice depending on availability. For more information regarding location, room type and contract please see our website or the accommodation brochure at www.fxplus.ac.uk/live.
Start/End Date: These fields will be filled automatically, so you will not be able to change them. If you require accommodation outside these dates, please contact us directly to discuss this.

When you have stated your preference, click ‘Continue’ at the bottom of the screen.

Our standard contract length is 41 weeks. If you require accommodation for longer than this there may be the option to extend over the summer period; please contact the Accommodation Office directly to discuss further on 01326 253639 or email accommodation@fxplus.ac.uk.

We will try to allocate you a room according to your stated preference, but this will depend on availability. If your preferred accommodation is not available we will offer you the next best alternative at the time of allocation.

8 - Personal Preferences

This screen refers to preferences within accommodation such as whether you would prefer a single or mixed gender flat or if you have any medical conditions which need to be taken into consideration.

Please ensure we are aware of your specific requirements; if we do not know we may not be able to assist! You may also want to discuss your specific requirements with the Student Support Services - which includes the Accessibility, Counselling & Living Support Teams - on 01326 370460.

When you have finished, click ‘Continue’ to review your application.
9 - Summary of Application

Please look over this carefully, and if you are happy with your application, click ‘Next’ at the bottom of the page.

**Please note: at this stage your application has been saved but not submitted. You need to complete the final stage of the process.**

10 - Submit your application

You need to accept our terms and conditions and then submit your application; please read the ‘Terms and Conditions’ of applying for accommodation. When you have read and understood these terms, tick the box to confirm; this will activate the ‘Submit’ button which you need to click to submit your application. **Please note that we will only process ‘Submitted’ applications.**

**Submit your application**

TO SUBMIT YOUR APPLICATION PLEASE READ THE TERMS AND CONDITIONS BELOW, TICK TO CONFIRM YOUR AGREEMENT AND THEN CLICK THE SUBMIT BUTTON.

Thank you
Congratulations! You have now successfully submitted an application for accommodation! Please read through the information on the final page as it has details of the allocations process. You will also receive an email to your registered email account which confirms that we have received your application.

**How to check your accommodation application**

You should check the status of your application by visiting your accommodation account. After you have submitted your application the status should change to verified within a few weeks. When offers of accommodation are made you will be notified via email that you should check your Room Service Account. You will need to accept your offer by the deadline stated in the offer. For more information please read our ‘What Happens Next?’ document.

If at any point during the application process you have any questions or experience any problems, please contact the Accommodation Office:

Phone: +44(0)1326 253639
Email: accommodation@fxplus.ac.uk
Applying For Accommodation

Accept offer to attend Falmouth University or University of Exeter

Receive email detailing how to apply for accommodation

Follow link in email to Room Service website

Register to obtain a validation code

Receive validation code by email

Login to Room Service site using Username and Validation Code

Select Application from the menu

Create a new application

Complete new application fields and continue

Complete accommodation preferences and continue

Complete personal preferences and continue

Review summary information and continue

Read Terms and Conditions – tick confirmation box

Submit application On screen confirmation of submission

Receive email confirmation of submission