



Frequently Asked Questions:

- **What are the contract start dates on my Accommodation Offer?**

Semester 2, 2023 contract start date is 17 July 2023 and contract end dates will vary depending on the residence you have been allocated to. Your offer letter will include more information about this. For more information about contract dates, please refer to the [fees & occupancy agreement](#) website.

Note: if you decide to arrive later than the contract start date please let your residence know. You will be required to pay from the start of the agreement until the end date of the agreement regardless of when you choose to arrive or depart.

- **How much do I pay when I accept my Accommodation Offer?**

The acceptance fees differ for each of our residences. Your letter of offer will set out the schedule of fees that are payable and will also tell you the date by which you have to accept and pay by.

For more information, please refer to the [fees & occupancy agreement](#) website.

- **I wish to accept my accommodation offer but I am not able to pay by the deadline date, what should I do?**

In order to secure your spot, you will be required to settle your acceptance fees at the time of accepting the offer. If you have difficulties with processing this transaction or unable to make the payment, please contact us so we can guide you through the next steps.

- **I have received an Accommodation Offer, can I reject/cancel this?**

If you have not yet accepted your accommodation offer and you wish to reject this offer, please contact our central team so we can withdraw your application.

If you have already accepted your accommodation offer and paid the acceptance fees and now wish to cancel, please contact your residence and they will talk you through the steps to follow to terminate your contract.

Please be aware that once you accept a contract, you are entering into a legally binding agreement and are required to pay from the start of the contract until the end of the contract regardless of whether you occupy the room.

- Can I extend the date to accept my Accommodation Offer?**

Due to the high demand for our on-campus accommodation and ANU's commitment to providing as many students as possible with this opportunity, we are unable to extend the acceptance dates stated in your official offer of accommodation letter. If you encounter any difficulties in accepting the offer or making the payment, please contact our central team at the earliest to talk you through the next steps.
- I didn't accept my Accommodation Offer by the deadline date, can I get a new offer?**

If your accommodation offer has lapsed, you are no longer eligible for a guaranteed offer and you will need to submit a new non-guaranteed application if you still wish to receive an offer of accommodation. If you were unable to accept this offer due to substantial circumstances, please contact us so we can assess your case.
- I have received my academic offer, but not my Accommodation offer, what should I do?**

You must hold an academic offer in order for us to issue you with offer of accommodation. Please remember that accommodation offers are issued on a rolling basis and application processing takes time. If you are concerned, please feel free to email uni.accom@anu.edu.au a copy of your Certificate of Enrollment and we will add this to your file.
- My status in the Application Portal is showing as "Accom Offer Made" but I haven't received an offer?**

This means that we have sent an accommodation offer to the email address that you have registered with us. We kindly ask that you check both your inbox and junk folder for this email and carefully follow the instructions provided to you. In the event that you are unable to locate the email, please email uni.accom@anu.edu.au and we will provide you with further assistance.
- I applied for catered accommodation, but my Accommodation Offer is for self-catered - why?**

Each year we receive a high number of applications for catered accommodation which often exceeds the available number of places. In the event that we are unable to offer your first preference for catered accommodation, we will exhaust all other catered options before offering self-catered accommodation.

Please note that the accommodation guarantee only ensures a spot on campus or any other University approved accommodation and does not guarantee a specific residence or lifestyle choice. For more information, please refer to the [accommodation guarantee](#).

- **I have received my Accommodation Offer but it is not for the residence I had applied for, why is that?**

Often times the number of applications we receive for certain residences exceeds the available number of rooms. If we cannot allocate you your preferred residence, we will allocate you the best available alternative. Please remember we never guarantee you will receive an offer for your preferred residence.

- **Can I submit a late application?**

While we welcome your application for on-campus accommodation at any time, applications submitted past the guaranteed date, will not be considered for guaranteed offers. Offers for non-guaranteed applications will be issued on a rolling basis as spaces become available.

- **Do I have to be on campus when my contract starts?**

You are not required to be on campus when your contract starts but we would encourage all of our students to arrive on campus by the start of the contract date as it gives you the opportunity to participate in Orientation Week. Should you decide to arrive after your contract starts, please remember that you are liable for all fees associated with your accommodation from the contract start date. As such, we suggest not to delay your arrival date.

- **I will be arriving before my contract start date, what should I do?**

If you are arriving on campus prior to your contract start date, please contact your respective residence in order to have your contract varied to reflect your early arrival. Please note that this is subject to availability and it may not always be possible so be sure to plan your trip carefully.

- **I have received my Accommodation Offer but I wish to vary the length of it, what should I do?**

Contract end dates are fixed and cannot be changed. You are accepting a legally binding document and you will be obliged to abide by the terms and conditions of the contract until the contract end date as per your Occupancy Agreement.

- **When am I allowed to move into my new residence?**

You are able to move into your contract start date. After you accept your offer and pay your acceptance fees, your respective residence will be in contact to provide further important information regarding your arrival and what to expect.

- **When do I start paying rent?**

As per your Occupancy Agreement, you will be liable for rent from the start of the agreement until the end date of the agreement regardless of when you choose to arrive or depart. Your first rent payment is due as part of your Acceptance Fees.

- **When and how do I pay my rent?**
Upon your arrival at the residence on your check-in date, you will be requested to complete a direct debit form. Rent payments will be deducted from the nominated account on a fortnightly basis.
- **Where do I find about my residence and room?**
If you would like to know more about your [residence](#) or the [features](#) in your room, please have a look at the virtual tours, 360 videos or the Room Guides You can also follow us on [Facebook](#) and [Instagram](#) for more information about moving in and what to bring.
- **What do I need to bring with me to my new residence?**
We have put together a moving in checklist of what to bring. Please read [here](#) for more information.
- **Can I bring my car with me when I live in a residence?**
You can bring your car, but there are limited parking spaces available at the residences. You will need to apply for a parking permit. More information about applying for parking and parking spaces on campus can be found [here](#).
- **Are there any orientation sessions at the residences?**
All of the residences offer a variety of events and activities throughout the year. ANU has also planned a host of activities starting from 17 July to 21 July 2023. Your residence will email you a “Welcome Pack”. More details about the planned events can be found there.