



Frequently Asked Questions:

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

Semester 2, 2022 contract start date is 15 July 2022 and contract end dates will vary depending on the residence you have been allocated to.

Your offer letter will include more information about this.

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.

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

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

Please contact the residence from which you have been offered an accommodation and talk to them about options to extend the deadline date. Given the high demand for on campus accommodation, there is a limited timeline extension that can be offered.

- **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, please email uni.accom@anu.edu.au to let them know.

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?**

We are not able to extend the acceptance dates, however if you are experiencing difficulties in accepting and paying, please contact your residence directly to discuss your specific circumstances.

- **I didn't accept my Accommodation Offer by the deadline date, can I get a new offer?**

If your accommodation offer has lapsed, you will need to contact uni.accom@anu.edu.au to discuss this and receive advice on your options.

- **I have received my academic offer, but not my Accommodation Offer, what should I do?**

If you have received and/or received and accepted your academic offer please email uni.accom@anu.edu.au a copy of your Certificate of Enrolment. We will then assess this and update your status in the portal to read either Academic Offer Received or Academic Offer Accepted.

- **My status in the Application Portal is showing as “Accom Offer Made” but I have not received an offer?**

This means that as an enrolled ANU student you are eligible for an accommodation offer and that an offer will be sent to you. You should check your email inbox and junk folder and follow the instructions provided to you.

- **It is now past the 14th June and I have not yet received my accommodation offer, what should I do?**

Please contact uni.accom@anu.edu.au so that we can assess whether you have received and accepted your academic offer from ANU. Offers of accommodation will only be sent to students who are enrolled.

Alternatively, you can email uni.accom@anu.edu.au a copy of your certificate of enrolment and we will assess the status of your accommodation application.

- **I applied for catered accommodation, but my Accommodation Offer is for self-catered - why?**

The number of applications we receive for catered accommodation tends to exceed the number of places we have available. If we can't offer you your first catered choice, we will exhaust all other catered spaces available before we offer self-catered.

The accommodation guarantee does not guarantee your location or lifestyle choice, it guarantees you for approved University accommodation only. For more information, please refer to the [accommodation guarantee](#).

- **I have received my accommodation offer but it is not for the residence I applied for, why is this?**

The number of applications we receive for certain residences tends to exceed the number of beds that we have available. We are unable to [guarantee accommodation](#) preferences, but we try as much as possible to offer a like for like alternative.

- **I have not yet applied for Accommodation for semester 2 2022 but I would now like to do so?**

You can submit an application on the portal. As you will be submitting a late application, preferences cannot be guaranteed. We will make every effort to offer you a place on campus. If we are unable to do so, we will let you know.

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

It is recommended that you arrive on the contract start date. If you decide to arrive closer to the start of the Semester 2, please let your residence know.

It is advisable to arrive as soon as your contract starts as you will then have the opportunity to participate in Orientation Week which commences on 18 July 2022.

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

You should contact the residence from which you have been offered an accommodation contract and advise them on your new arrival date so that they can plan for your arrival.

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.

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

You should contact the residence from which you have been offered an accommodation. If they have your room ready, they will send you a contract variation with a new contract start date. If you accept the contract variation you will be required to pay rent from the date that your new contract starts.

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

If you have received an offer of accommodation for Semester 2 2022 and wish to vary the length, please note that the contract end date is fixed and cannot be changed. You are accepting a legally binding document and you will be held to the terms and conditions of the contract until the contract end date.

If you wish to extend the length to a full year contract, you will be able to participate in the Returner process which will open up in October/November 2022. For more information about the returner process, please read [here](#).

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

You are able to move into your residence from 15 July onwards. Closer to the time your residences will be in contact with you to explain the check-in and arrival process.

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

Your accommodation offer is made up of your Occupancy Agreement, Schedule of Fees and Residential Handbook. The offer will include your contract start and end dates and the Occupancy Agreement will describe the terms and conditions that you are accepting when living at an ANU residence.

The Occupancy Agreement states that 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.

- **When and how do I pay my rent?**

When you arrive at your residences on your check-in date, you will be asked to complete a direct debit.

Rent is paid fortnightly by direct debit.

- **Why do the rental costs vary between residences?**

Costs vary amongst residences for various reasons, for example: catered or non-catered, older style or new style, single studio or multi-share.

If you preferenced a different and/or cheaper option when you applied, due to availability, we may have made you an offer for another residence in an attempt to offer you a like-for-like alternative.

- **Where do I find out more about my residence or my 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](#).

- **Is there orientation at the residences and when does it start?**

All of the residences offer a variety of events and activities throughout the year. ANU has also planned a host of activities starting from 18 July to 22 July.

All events will be managed according to COVID-19 protocols and in line with ACT Health requirements.

Your residence will email you a “Welcome Pack”. More details about the planned events can be found there.

- **What happens if border restrictions are reintroduced in Semester 2 2022**

If the borders into ACT are closed, ANU will ensure that it complies with the requirements as stated by ACT Health. If you are unable to travel into ACT, please let Accommodation Services know by emailing uni.accom@anu.edu.au

If you are required to quarantine, and you have accepted an offer of accommodation, we will be able to assist you with this.