



# Booking & Allocation Policy

Chester House is managed by the Guy Chester Centre. The Guy Chester Centre is the trading name of the Trustees of the North Bank Estate.

## 1. Introduction

This policy refers to the booking and allocation of rooms in Chester House. The policy aims to comply with the Equality Act 2010, and equitably allocate rooms, having regard to our aims and values, and the availability of resources.

Opened in 1960, Chester House is a student hall of residence that provides accommodation to young people living in London for the first time as students or career-starters. Most of these young people will be living away from home for the first time. The accommodation and services at Chester House are oriented to meet the specific needs of those young people.

## 2. Allocation criteria

Allocations will normally be made to people aged between:

1. 16 and 25 for new residents
2. 16 and 30 for those who are existing residents and/or have previously been residents at Chester House

Our age criteria is justified under section 13(2) of the Equality Act 2010 as a proportionate means of achieving the following legitimate aims (this list is non-exhaustive):

1. Providing suitable accommodation to young people coming to London as students or career-starters
2. Bringing young people together to socialise and/or enjoy activities
3. Reducing the risk of isolation amongst young people
4. Helping young people make the transition to living away from their parental home for the first time
5. Ensuring that our staff, services and/or resources are targeted to meet the needs of young people coming to London as students or career-starters

No-one applying for accommodation will be treated less favourably because of their race, religion and belief, ethnic or national origin, gender, disability, appearance, marital status, political stance, sexual orientation or social status.

## 3. Allocation priority

Priority for each new academic year is given to applications as follows:

1. Existing residents who will still be students or will be in their graduate year and apply to return for a further year when given the opportunity to do so
2. Applicants who are students wishing to stay for a full academic year who fall within our standard age group
3. Other applicants

Applications received during the academic year will be prioritised as per priorities 2 & 3 above.

For our accessible bedroom, priority is given to student/s who, due to the nature of their disability or medical condition, could not otherwise attend their course.



#### **4. Booking process**

- Bookings can only be made using the online application form. This form is a booking enquiry only
- Bookings are not guaranteed until an offer is made
- If an accommodation offer is made, applicants will be given a deadline to accept the offer and to pay a deposit to secure a room. If the deadline is missed, the offer will be withdrawn

#### **5. Other information**

Further information or clarification can be obtained by emailing [office@chesterhouse.org.uk](mailto:office@chesterhouse.org.uk)

#### **6. Review date**

This policy will be reviewed in August 2024.