

# Booking & Accommodation Allocation Policy

## 1. INTRODUCTION

This policy outlines the booking and allocation process for rooms at Chester House, managed by the Guy Chester Centre (trading name of the Trustees of the North Bank Estate). We aim to provide suitable accommodation to young people starting their lives in London as students or career-starters, while ensuring compliance with the Equality Act 2010. The accommodation and services at Chester House are oriented to meet the specific needs of those young people. We are committed to providing equal opportunities and making reasonable adjustments for disabled applicants. We welcome feedback on our process to ensure continuous improvement.

## 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.

Applicants who fall outside the standard age range *may* be considered under exceptional circumstances, subject to review.

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 discriminated against on the grounds of their race, religion or belief, ethnic or national origin, sex, gender reassignment, sexual orientation, marital or civil partnership status or disability.

## 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 and 3.

To ensure a fair allocation process, we consider several factors within each priority category, including the date and time of application, the duration of the requested stay, and any specific needs or requests indicated by the applicant.

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. Single standard room charges will apply.

#### **4. REASONABLE ADJUSTMENTS**

In accordance with the Equality Act 2010, we are committed to ensuring equal access for all applicants. Should you require reasonable adjustments related to a disability at any stage of the application or accommodation process, please contact the accommodation team to discuss your individual needs. The team's email address is [office@chesterhouse.org.uk](mailto:office@chesterhouse.org.uk) and phone number is 0208 8838204. For more information regarding current accessibility at Chester House, please refer to our *Access Statement* in the *Policies* section of our website [www.chesterhouse.org.uk](http://www.chesterhouse.org.uk)

The charges we make for any rooms significantly adapted for and used by residents with mobility/physical impairments are priced at the single standard rate (our lowest rate), regardless of room type.

#### **5. 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.

The accommodation team aims to respond to all booking enquiries within 48 hours of receiving them.

We collect and process your application data in accordance with General Data Protection Regulation (GDPR) regulations. For more information, please see our *Data Privacy Notice* in the *Policies* section of the website.

#### **6. OTHER INFORMATION**

We are committed to continuous improvement and value your feedback. To share your comments or suggestions regarding the booking and allocation process, or for further information, please contact [office@chesterhouse.org.uk](mailto:office@chesterhouse.org.uk)

#### **7. REVIEW DATE**

This policy will be reviewed in March 2026.