

## Frequently Asked Questions for 2026 Applications (Q&A)

Important Info for Residents applying at UNSW Student Accommodation.

### APPLICATION PROCESS

#### When do applications open?

Applications for 2026 open on Thursday, 16 October 2025 at 12pm. You can apply online through the [UNSW Student Accommodation Portal](#). Be sure to apply early, as demand is high.

#### Where can I find the 2026 License Agreement?

2026 License Agreement is available on our [website](#).

#### Where can I find the prices?

2026 Rates are listed on our [website](#).

#### Can I apply for both Colleges and Apartments?

No, you can either apply for Colleges or Apartments.

#### How are applications to Apartments processed?

Applications are processed on a first-come-first served basis. There are also other factors that are taken into consideration especially when allocating spaces in shared apartments.

#### How are applications to Colleges processed?

It's a selection-based process. Your initial application will be assessed, and if your application is successful, you will be invited to an online interview. If your interview is successful, you may receive an offer based on your room preferences. You may also be placed on a waiting list and offered at a later stage depending on availability.

#### What are the selection criteria for applying to Colleges?

**Holistic Assessment;** Applicants who advance to the interview stage are scored against a detailed rubric that measures how their responses and experiences align with the social demands and opportunities of college life. We look for evidence of a strong commitment to and understanding of our college community's values.

**Building a Balanced Community;** Our selection process is highly competitive. We strive to create a balanced college atmosphere by considering factors such as academic background, geographical diversity, and gender balance. Each of our colleges has a unique culture and mix of residents, designed to suit different people in different ways.

**How are applications to Colleges assessed?**

We've introduced further measures to ensure and maintain our commitment to fairness and accountability. After every admission round, we will engage an independent panel to review our scoring consistency and evaluate our success in reflecting the diversity of the applicant pool.

Because of the intensive nature of the application process and the volume of applications received, we are unable to provide feedback to individual applicants. However, we aim to make our decision-making process as transparent and equitable as possible.

**Are all rooms single occupancy?**

Yes, all our rooms are single occupancy except for High Street Apartments.

**Why can't I apply for a particular room preference?**

If a particular room preference is not available, it means that room preference is at full capacity and no longer available.

**How many room preferences can I apply for?**

For Apartments, you can apply for a maximum of four. For Colleges, you can apply for a maximum of three.

**Can I apply if I haven't received my offer from UNSW yet?**

Yes, you can apply for accommodation before your UNSW offer is finalised. Offers are made conditional to your university admission.

**How long does the application process take?**

You can expect a decision by the end of December after submitting your complete application. Unless further documentations are required. Only successful applicants will be contacted.

**Can I change or cancel my accommodation application after submitting it?**

You may request for a cancellation. However, the \$50 application fee is non-refundable. Please check the [cancellation policy](#) carefully.

**Can I change my accommodation preference after submitting it?**

No. Once submitted, you are unable to change your selection.

**What if my visa is denied before I arrive?**

If your visa application is denied, you can request a refund by submitting a refund request form along with the denial letter to [accommodation@unsw.edu.au](mailto:accommodation@unsw.edu.au)

**Are there options for those with special needs?**

Some accommodation types may accommodate those with accessibility requirements. Make sure to indicate any special circumstances in your application.

**Do you offer accessible rooms?**

Yes, a limited number of accessible rooms are available. Please include details of your accessibility requirements in your application. You may also contact **UNSW EDI (Equity, Diversity & Inclusion)** for further support.

**How long until my offer be valid for before it expires? Would I be able to reinstate an offer after it expires?**

An offer is valid for 3-5 days. Please ensure that you check the offer letter which will indicate the offer expiry date. Due to high demand, once an offer expires, it cannot be reinstated.



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## FEES AND RENT

### Is there an application fee?

Yes. There is a \$50 non-refundable application fee.

### Do I need to pay a deposit?

Yes. To secure your booking after you receive an offer, you will need to pay an advance fee of \$1,500 within 5 days. This amount will be credited toward your final month's accommodation fee.

### How can I pay the \$1500 Fee in Advance?

The Fee in Advance can be paid by debit/credit card using the UNSW Accommodation online portal. International House applicants can pay the Fee in Advance by bank transfer only.

*Note: We do not take BPAY payments for the Fee in Advance payments.*

### Do I need to pay the \$1,500 Fee in Advance if I am a recipient of an Accommodation Scholarship?

No, you are not required to pay the \$1,500 Fee in Advance. Please contact UNSW Accommodation once you receive the offer so the Fee in Advance can be waived.

### What are scholarships that I can apply for to assist with my accommodation?

Information about scholarships is available on the [UNSW Scholarships website](#).

### How do I make payment?

Log into [UNSW Student Accommodation Portal](#) and it will direct you to an online payment form.

## ACCOMMODATION OPTIONS

### What's the difference between Colleges and Apartments?

Colleges provide an in-home community with on-site support team to provide academic and wellbeing support. At Colleges, residents have busy social calendars filled with events, activities and dedicated study nights. Basser, Philip Baxter, Goldstein, Fig Tree Hall, International House and UNSW Hall is fully catered while Colombo House is self-catered.

UNSW apartments provide an independent, self-sufficient style of living for undergraduates and postgraduates. You can compare these options via our [compare page](#).

### Is there an option to add catering to my contract?

No. However you can apply for one of our catered Colleges where rent is inclusive of catering fee (Basser, Philip Baxter, Goldstein, Fig Tree Hall, International House and UNSW Hall).

### Do you offer Term based accommodation?

Yes. In 2026, Jacaranda Hall will be open for Term 1 (4 February - 15 May 2026) only. If you require accommodation during this period, this option may be suitable for you.

### I didn't get an offer for UNSW Accommodation, what should I do?

We have an [Off-Campus Accommodation Support team \(OCAS\)](#) that will be able to assist with housing within your budget range. We recommend you make a one-on-one appointment with the team in-person or via teams. There is also Study Stays which is a one stop shop where landlords, real estate agents and even students can put up available housing listing around the area.



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## ROOM ARRANGEMENTS

### **Can I change my room preference after submitting my application?**

No. Due to high demand changes to room preferences is not permitted.

### **How can I request for an ensuite room at Goldstein, Basser or Philip Baxter College?**

Due to high demand, ensuite rooms at Goldstein, Basser, and Philip Baxter are limited. You may indicate your preference for an ensuite room in your application, and if one becomes available later, the College

**Dean will contact you directly.**

### **Can I choose my roommate or apply for a room with friends?**

No, you cannot select to live with your friends.

## OTHER ENQUIRIES

### **Who do I contact if I have more questions?**

The UNSW Student Accommodation Office is located at Gate 5, High Street, Kensington.

Office hours are Monday to Friday, 8 am to 6 pm. You can also reach us by phone at 02 9385 4346 or email at [accommodation@unsw.edu.au](mailto:accommodation@unsw.edu.au)

More details at our FAQ Page.



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