

## **Accessible/adaptable accommodation guidance for 2026/27**

### **Our responsibilities**

Under the Equality Act 2010, the University has a legal duty to make reasonable adjustments for disabled students and to make sure students are not placed at a substantial disadvantage.

This includes students with:

- Physical or mobility impairments
- Sensory impairments
- Long-term health conditions
- Mental health conditions
- Chronic illnesses
- Neurodivergent conditions such as autism, ADHD, dyslexia or dyspraxia

We want all students to feel safe, comfortable and able to live independently in University accommodation. This guidance explains the different types of rooms available, how to request adjustments, and what to do if things don't go as planned.

This document should be read in conjunction with the following policies and procedures: [Accommodation Handbook](#), [Accommodation Application Guidance 2026-27](#)

### **Adaptations**

If your room requires significant modifications ahead of your arrival the University may need:

- additional time to complete the required adaptations.
- to reserve the right to delay your arrival or to offer you suitable alternative accommodation until the agreed adjustments are in place.

This ensures that all adjustments are implemented safely and appropriately before students move in.

## **Accessible rooms**

Accessible rooms are designed for students who need a fully accessible living environment from the start of their tenancy.

Features may include:

- Step-free access
- Wider doors and more circulation space
- Accessible en-suite bathrooms
- Level-access showers
- Grab rails
- Lowered or adjustable kitchen facilities
- Visual or vibrating fire alarms
- Space for mobility equipment

These rooms are prioritised for students with significant physical access requirements.

## **Adaptable rooms**

Adaptable rooms are standard rooms that can be modified if needed.

For example, we may be able to:

- Adjust the furniture layout
- Install grab rails
- Reconfigure parts of the room
- Make space for agreed equipment

These rooms are suitable if you don't need a fully accessible room from the outset but may require some changes.

## **New students**

We understand that moving into accommodation is a big step. We encourage open and early conversations so that we can work with you to make sure your accommodation supports your needs.

If you are a new undergraduate student and you apply for accommodation by the published deadline, you'll be guaranteed a room for your first year.

If you need an Accessible or Adaptable room, it's important that you contact Student Support and Wellbeing as early as possible. Adapted/accessible rooms are limited, and

we need time to assess and confirm what adjustments are appropriate before your room is allocated. Early engagement helps minimise delays and ensures that suitable arrangements can be planned.

### **Clearing students**

If you are a new student applying through Clearing, the University of Kent will aim to honour the accommodation guarantee. However, in some cases, reasonable adjustments or major adaptations may be required for Accessible or Adaptable rooms.

### **Returning students**

If you are a returning student you are eligible for accommodation if you apply before the returning student deadline and have no outstanding accommodation debts.

If you require an Accessible or Adaptable room, it is important that you contact Student Support and Wellbeing as part of your application and apply for accommodation as soon as possible. To do this you email [kentSSW@kent.ac.uk](mailto:kentSSW@kent.ac.uk) and inform us you have applied for accommodation and the needs you require. Late applications can significantly reduce the availability of specialist rooms.

If you meet the criteria for an adapted or adjusted room you will be allocated a suitable room by 31 June 2026.

Whilst we will try our best to allocate you in the same accommodation you have previously had we cannot guarantee this.

### **Live-In Carer Accommodation**

The University of Kent recognises that some students may require a live-in carer to support their health, safety, or daily living needs while living in University accommodation.

If you require a live-in carer you will need to apply via the [accommodation portal](#) and contact Student Support and Wellbeing ([kentSSW@kent.ac.uk](mailto:kentSSW@kent.ac.uk)) to request a live-in carer room. Supporting evidence will be required from a healthcare professional or other qualified practitioner to confirm your need for a live-in carer.

Live-in carer rooms are limited and allocation is based on assessed need and with the agreement of Student Support and Wellbeing. You will be required to provide suitable evidence from a carers support package via social services or equivalent.

The university does not fund personal care for supported students, any such funding is the responsibility of social services. If you are an international student, you will need to fund your own carer. For both instances this includes the cost of the carers room.

You are responsible for arranging your own carer requirements and the university are unable to recommend providers to you.

Live-in carers are expected to comply with university policies and guidelines for accommodation, agree to an enhanced DBS check and behave appropriately.

### **Neurodiversity and living environment**

We recognise that neurodivergent students may have particular needs around their living environment.

You can speak to Student Support and Wellbeing about requests such as:

- Living in a quieter area (moderate living)
- Smaller or lower-occupancy flats
- Clear information about your room and flat before arrival
- Sensory considerations such as lighting

Each request is considered on its own merits and any such accommodation is not guaranteed.

Information on contacting SSW can be found [here](#)

### **How to request an Accessible or Adaptable room**

You must contact Student Support and Wellbeing to:

- Talk through your accommodation needs
- Provide supporting evidence if required
- Agree reasonable adjustments
- Confirm eligibility for Accessible or Adaptable accommodation
- You must always apply through the usual accommodation application portal

Accommodation Services will only allocate adaptable and accessible rooms once adjustments have been confirmed by Student Support and Wellbeing.

We strongly encourage you to make contact well before the accommodation deadline.

## **Reasonable adjustments**

Depending on what has been agreed, the University may:

- Install specific accessibility features
- Adjust furniture
- Arrange approved specialist equipment
- Put a Personal Emergency Evacuation Plan (PEEP) in place

Adjustments are discussed and agreed with you.

## **Rent rebates**

Rent rebates are reasonable adjustments for students with approved accessibility needs. To ensure fairness and clarity no retrospective rebates will be applied.

If you require a rent rebate you will need to provide clear, concise medical evidence to the Student Support and Wellbeing Team that details:

- Why the Accessible or Adaptable accommodation is required
- Why other standard accommodation options are unsuitable

You will be required to apply for a rent rebate each academic year with updated evidence. Rent rebates will not automatically carry over.

Rent Rebate applications are reviewed, and decisions are made during the summer period before the new academic year. You can apply for a rent rebate at any point in the academic year but it will not be applied retrospectively for previous years. All rent rebates for the full academic year need to have been applied by October 2026

Early contact with Student Support and Wellbeing is essential to discuss your needs, provide evidence, and ensure your application is considered in time. Any rent rebate will be agreed by the Head of Disability, SpLD and Neurodiversity or nominee. Any appeals on decisions will be considered by the Assistant Director (Student Support) or nominee. The decision of the Assistant Director (Student Support) is final.