

# Disability-Related Accommodation Cost Adjustment Procedure

We understand that some students need specific types of accommodation due to their disability. If you're living in University accommodation (on the University's main campus or Chancellor's Wharf) and need an ensuite room or studio flat because of your disability, we may be able to help with the additional costs. This procedure explains how we can support you and how to apply.

This support recognises that:

- Everyone's needs are different
- Having the right accommodation helps you succeed at university

## Who can get this support?

You may be eligible for accommodation cost support if:

### ✓ Your living situation

- You live in University accommodation on Lancaster's main campus or at Chancellor's Wharf
- You need an ensuite room or studio flat because of your disability
- Shared facilities don't work for your specific needs

### ✓ Your support needs

You have a disability that means shared accommodation would:

- Make it difficult to safely manage your condition
- Significantly impact your wellbeing or daily life
- Prevent you from living independently in University accommodation
- Not allow your needs to be met

### ✓ Your circumstances

We understand you may need this support if you have conditions such as:

Physical health needs:

- Conditions affecting mobility or bodily functions
- Conditions requiring frequent bathroom access
- Conditions affecting your immune system

Mental health and neurodivergence needs:

- Autism requiring predictable, private spaces
- Severe anxiety around shared facilities
- Eating disorders where private space supports recovery
- OCD where shared spaces significantly increase distress

Care and support needs:

- You need a live-in personal assistant or carer
- You have significant visual impairments affecting navigation
- You require specialised equipment or adaptations

### **Qualifying circumstances**

The following circumstances, though not exhaustive, would typically be considered for disability-related accommodation cost adjustments:

1. Disabilities affecting bodily functions that impact ability to use shared bathroom facilities (e.g., postural tachycardia syndrome, epilepsy, irritable bowel syndrome, Crohn's disease)
2. Disabilities significantly impacting ability to use shared bathroom and/or kitchen facilities, or where shared living would significantly intensify impacts (e.g., severe obsessive compulsive disorder, autism with high support needs, eating disorders, emetophobia)
3. Disabilities where sharing facilities poses a risk to life (e.g., anaphylactic shock syndrome, cystic fibrosis)
4. Disabilities requiring live-in personal care
5. Significant visual impairments affecting orientation and independent living skills
6. Exceptional cases where the accommodation team or Disability and Inclusive Practice Service recommends a more expensive room type than originally requested
7. Exceptional cases requiring a second room for a live-in carer whose room costs are not covered by the student's local authority care package

This list isn't exhaustive - if you're unsure whether your situation applies, please get in touch. We're here to understand your individual needs.

### **How much support is available?**

We make a cost contribution based on what type of accommodation you need:

- **Ensuite room support:** Up to £1,000 per year
- **Studio flat support:** Up to £1,500 per year

If you continue living in University accommodation in future years, your support continues.

You will need to provide medical documentation that supports the necessity for your requested disability-related accommodation adjustment and demonstrates that accommodation with shared facilities may prevent you from safely managing your disability or would cause you a substantial adverse impact.

## **How to apply**

### **Step 1: Tell us about your disability**

- Complete our ['Tell the University about a Disability' form](#) to apply
- Submit your application by December 1st of the academic year for which you need support
- We cannot consider applications for previous years

### **Step 2: What happens next?**

- We'll acknowledge your application
- We may invite you for a conversation to better understand your needs
- You can expect a decision within 4 weeks
- We'll explain our decision clearly, including next steps

## **What information do we need?**

We want to understand your situation without making the process unnecessarily difficult. We may ask for:

### **Information about your disability:**

- How your condition affects your daily life
- Why shared facilities don't work for you
- What type of accommodation would help

### **Supporting information:**

- Medical evidence (if you have it readily available)
- Information from other support services you use
- Details from previous accommodations that have worked well

### **We understand that:**

- Getting medical evidence can be costly or difficult
- Providing detailed information about your condition may feel uncomfortable
- You may already have given this information to other parts of the University

We'll work with you to avoid asking for the same information multiple times and find the easiest way for you to show us what support you need.

### **Payment and practical details**

When you'll receive support:

- We'll add the credit to your accommodation account in February
- Worried about paying upfront costs? Contact your College Accommodation Manager - they can discuss payment options with you

### **Important things to know**

- We can only provide this support if you're allocated the accommodation type you need
- If you need to change or end your accommodation contract early, we'll adjust your support proportionally (called 'pro rata')
- Choosing to swap rooms may affect your support - please talk to us first

### **We cannot guarantee specific rooms**

While we'll do our best to accommodate your needs, we cannot guarantee specific accommodation types, especially for students joining through Clearing (the process for students applying after A-level results have been released).

### **Possible outcomes**

After reviewing your application, we'll let you know that either:



#### **Application approved**

- You meet the criteria and have provided sufficient information
- We'll confirm your support amount and when it will be applied, or



#### **More information needed**

- We may need additional details about your situation
- We might invite you for a supportive conversation to understand your needs better

- We'll be clear about what we need and why, or

### **Application not approved**

- We'll explain clearly why and what options you have
- We'll still help you find appropriate support through other services

### **If you're not happy with our decision**

We understand that our decision might not always be what you hoped for. If you disagree with our decision, you can ask us to review it.

How to request a review:

- Contact us to request a review within 15 working days (3 weeks) of receiving our decision using the University's Student Casework Review Request Form (link to follow once live).
- You will need to explain why you think the decision should be reconsidered. You can find full details of the review request process here (link to follow once published).

### **Getting support through this process**

We're here to help at every stage. We understand that this process can feel overwhelming, and that talking about your disability and support needs isn't always easy.

Support available to you:

- Student Wellbeing Services - for mental health and wellbeing support
- Disability and Inclusive Practice Service - for ongoing disability support
- LUSU Advice Service - for independent advice and advocacy
- Your Academic Department - your tutor or student support team
- College Accommodation Managers - for accommodation and payment queries

### **Contact us**

#### **Disability and Inclusive Practice Service**

- Email: [disability@lancaster.ac.uk](mailto:disability@lancaster.ac.uk)
- Drop-in sessions: 12:00-14:00, Monday to Friday in the Learning Zone, Alexandra Square

We welcome feedback on this process. If you have suggestions for how we can improve, please let us know.

## **Frequently Asked Questions**

**Q: What if I'm not sure if I qualify?**

A: Get in touch - we're happy to discuss your situation informally before you apply.

**Q: What if my condition isn't listed in the examples?**

A: The examples aren't exhaustive. We consider all conditions that affect your ability to use shared accommodation.

**Q: Can I apply if I'm already living in University accommodation?**

A: Yes, but you need to apply by December 1st for support in the current academic year. We cannot backdate support.

**Q: What if I can't get medical evidence?**

A: Talk to us - we can discuss alternative ways to understand your support needs.

**Q: Will this information be kept confidential?**

A: Yes, we only share information with people who need to know to provide your support, and with your consent where possible.

**Q: What if my needs change during the year?**

A: Contact us - we can discuss how to adjust your support if your circumstances change significantly.

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