

## KAAS Reconsideration Request Information

### Introduction

This document is aimed at current accommodation offer holders (accepted or pending booking) who are currently looking at requesting reconsideration of their KAAS application.

### Eligibility

Reconsideration requests **will** be considered for the following students/applicants only:

- Accommodation applicants experiencing a change of circumstances that due to its sudden/unexpected nature means they:
  - o could not have provided such evidence or would be eligible to apply at the time of application; and
  - o the changes in their personal circumstances impact them in such a way that they are no longer able to take up the accommodation that has been offered to them

Accommodation offer holders who are eligible for reconsideration requests as outlined above must email us on [kaas@kcl.ac.uk](mailto:kaas@kcl.ac.uk) outlining their change in circumstances within 14 calendar days from their initial KAAS outcome or the change of circumstance occurring.

Reconsideration requests **will not** be considered for the following students/applicants:

- Accommodation applicants/offer holders who have submitted incomplete KAAS applications as decisions are made with the information available at the time rooms are allocated.
- Applicants who would not be eligible for the scheme – please refer to eligibility criteria on [www.kcl.ac.uk/kaas](http://www.kcl.ac.uk/kaas).
- Those who have not yet applied for accommodation at all.

### No guarantees

Whilst there is no guarantee we will be able to change room bookings, as these depend on our current availability, we will work closely with other relevant departments within King's to support students who, through no fault of their own, find themselves in circumstances that impacts their ability to commit to the costs of accommodation allocated to them.

### How to request reconsideration

1. Provide evidence of change of circumstance by emailing [kaas@kcl.ac.uk](mailto:kaas@kcl.ac.uk).  
Examples of such evidence are:
  - Loss of parent's contribution to living costs
  - Carer duties
  - Medical expenses
  - Student Finance Information with evidence of estrangement from family
  - Number of siblings within same household income – birth certificates
  - Dependents – child tax credits, child benefit, childcare costs
  - Evidence of any high or unusual course/placement costs – verified in a letter from the academic school office and signed by your tutor.

## **How reconsideration requests are processed**

Once we have received your KAAS Reconsideration Request Form (KRRF):

Should we require any additional information after reviewing your reconsideration request, we will schedule a phone conversation.

## **Decision making**

If it is decided that you should have your KAAS application reconsidered, your KRRF and supporting evidence will be reviewed by a panel usually consisting of: Residences Welfare Manager, Residences Allocations Manager and a representative from the Student Advice team. You may be asked to provide a verbal account of your circumstances in person or by video conferencing.

This panel may decide to:

1. Reallocate the applicant to a KAAS room, where:
  - a. the applicant has provided evidence which contains satisfactory grounds to do so;  
and
  - b. there are available KAAS rooms
  
2. Maintain the applicant's allocation, where:
  - a. the evidence is not relevant or does not demonstrate change in circumstances that would make them eligible to KAAS;  
or
  - b. there are no available KAAS rooms available at present. In this case, the team may refer the applicant to the Student Advice team and Credit Control so the applicant can explore what other options are available to them.

## **Communication of outcome**

We will endeavour to communicate outcomes within 10 working days from the time the team has received all the information from the applicant. This communication will be done via email only.