



NU London Degree Students
Housing Application Guide
Northeastern University London

Table of Contents

Timeline & important deadlines 3

Residence hall and room types 4

 Room details..... 5

 2-Bedroom Apartment 5

 Bronze Studio..... 6

Students under the age of 18 (Minors)..... 7

 Contract details 7

 Room details..... 8

 Bronze Studio..... 8

Housing application process 9

 Stage one: Pre-Application Form 9

 Stage two: StarRez portal..... 9

 Creating a StarRez account..... 10

 Booking your room on StarRez 11

Additional considerations 15

 Reasonable adjustment requests..... 15

Frequently Asked Questions (FAQs) 16

Stay connected..... 16

 Housing “How-To” and Q&A session 16

 Book appointments with NU London housing 17

Timeline & important deadlines

Stay on top of the key dates to ensure a smooth housing application process. Missing deadlines could limit your housing options, so be sure to mark your calendars with the important dates below.

May

- 12 May: NU London housing application details
 - Students can begin to submit the Pre-Application Form
- 22 May: Housing “How-To” / Q&A session
- 30 May: Deadline to submit Pre-Application Form

July

- 14 July: Application opens on StarRez

August

- 18 August: Deadline for applying NU London housing
- 19 August: Reminder of booking and instructions on completing induction

Please be aware that some dates may be subject to change due to potential delays in the process. If any changes occur, students will be notified accordingly.

We also recommend students join our [NU London Housing discussion board](#) for additional reminders about deadlines, announcements, and to connect with fellow students at Northeastern University London. Please note that offer holders and incoming students currently do not have access to the Discussion Board.

Residence hall and room types

This year, NU London undergraduate and postgraduate students will have the chance to book a **Bronze Studio** or a **2-Bedroom Apartment** at **Chapter Spitalfields**. *If you will be under 18 at the start of the academic year, your housing arrangements will be different. Please click [here](#) for more details.

Situated a mere minute's walk from Liverpool Street Underground station, Chapter Spitalfields student accommodation boasts a 32nd-floor bar offering panoramic views of London. Being close to landmarks such as the historic Spitalfields Market, the renowned Tower of London, and the vibrant Brick Lane area gives students the opportunity to experience London's distinctive culture firsthand.

Address: 9 Frying Pan Alley, London, E1 7HS

Amenities: free superfast Wi-Fi, a 24-hour onsite gym, onsite team, onsite laundry, library, karaoke room, cinema, 32nd floor bar, and games area.

We highly recommend that students schedule a viewing of Chapter Spitalfields, and the specific room type they are interested in before making a booking. Tours can be arranged directly with the housing provider using the contact details below. When booking your tour, please mention that you are enquiring about student accommodation for Northeastern University London.

Time: 11:00am – 4:00pm (Monday to Friday)

Phone: +44 (0)20 3675 9210



Contract details

All housing contracts for NU London degree students (undergraduate) will begin on **Monday 1st September 2025**, and end on either **Friday 26th June 2026** (43-week contract) or **Friday 21st August 2026** (51-week contract), depending on your booked room and the corresponding contract length.

Housing contracts for NU London degree students (postgraduate) will begin on **Wednesday 3rd September 2025**, and end on **Friday 21st August 2026** (51-week contract) for the Bronze Studio.

Please note that contracts are room-specific, so it's important to review the associated dates carefully before making your selection to ensure they align with your academic and personal plans.

These contract dates are fixed and cannot be modified, shortened, or prorated. It's also important to be aware that many private housing providers in London offer longer lease terms that extend well into the summer months.

We encourage you to take all of this into consideration when deciding whether NU London housing is the best fit for your needs.

Room details

2-Bedroom Apartment

- Weekly rent: £352
- Contract duration: 43 weeks
 - Contract start date: Monday 1st September 2025
 - Contract end date: Friday 26th June 2026
- Total rent: £15,136
- Tenancy deposit: £1,760
 - This is a refundable tenancy deposit that must be paid within 10 business days of booking your room on StarRez. You will receive a full refund at the end of your tenancy (Friday 26th June 2026), provided a member of the Residence Life team confirms there are no damages or maintenance issues in the room.

A 2-Bedroom Apartment features a private bedroom with a small double bed, personal study space, and storage, alongside shared bathroom facilities and a shared kitchenette. These apartments are designated as same-gender housing.

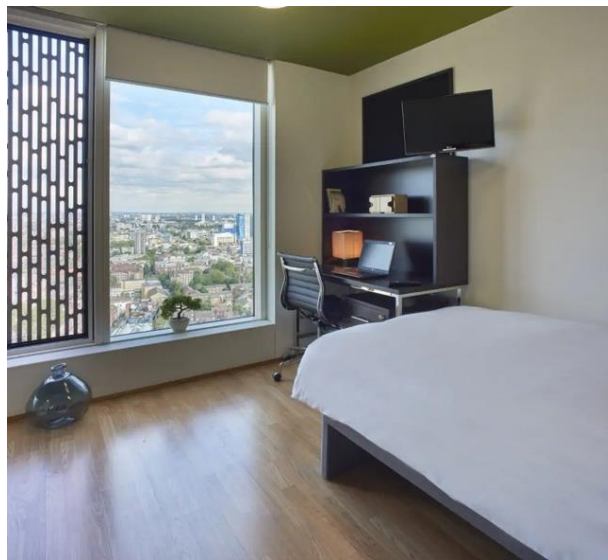
To connect with other NU London Degree students and explore potential roommate matches, please use our [Microsoft Discussion Board](#) to start a conversation. Please note that offer holders and incoming students currently do not have access to the Discussion Board.



Bronze Studio

- Weekly rent: £394
- Contract duration: 51 weeks
 - Contract start date (undergraduate): Monday 1st September 2025
 - Contract start date (postgraduate): Wednesday 3rd September 2025
 - Contract end date: Friday 21st August 2026
- Total rent: £20,094
- Tenancy deposit: £1,970
 - This is a refundable tenancy deposit that must be paid within 10 business days of booking your room on StarRez. You will receive a full refund at the end of your tenancy (Friday 21st August 2026), provided a member of the Residence Life team confirms there are no damages or maintenance issues in the room.

A Bronze Studio provides you a small double bed, your own study space, storage room, kitchenette, bathroom with a toilet, sink and shower.



Students under the age of 18 (Minors)

Only a limited number of our buildings are approved to accommodate students under the age of 18. Therefore, students who will be under 18 as of September 1st, 2025, will have the option to book a **Bronze Studio** at **Chapter Aldgate**. This measure ensures compliance with UK safeguarding legislation and aligns with NU London's commitment to providing appropriate housing in accordance with safeguarding protocols.

Positioned close to Aldgate Underground station, Chapter Aldgate offers easy access to various universities and colleges, complemented by excellent transport connections across the city. It provides premium student living, ensuring residents can focus on their studies and fully enjoy their time in London. Experience the vibrant student lifestyle in trendy East London at Chapter Aldgate student accommodation.

Address: 1-2 Education Square, London, E1 1FA

Amenities: free superfast Wi-Fi, 24 onsite team, onsite gym, onsite laundry, social spaces, courtyard, and cinema

We highly recommend that students schedule a viewing of Chapter Aldgate, and the specific room type they are interested in before making a booking. Tours can be arranged directly with the housing provider using the contact details below. When booking your tour, please mention that you are enquiring about student accommodation for Northeastern University London.

Time: 11:00am – 4:00pm (7 days a week)

Phone: +44 (0) 20 3675 9192



Contract details

All housing contracts for NU London degree students who are under the age of 18 will begin on **Monday 1st September 2025** and will end on **Thursday 23rd July 2026** (47-week contract).

Please note that contracts are room-specific, so it's important to review the associated dates carefully before making your selection to ensure they align with your academic and personal plans.

These contract dates are fixed and cannot be modified, shortened, or prorated. It's also important to be aware that many private housing providers in London offer longer lease terms that extend well into the summer months.

We encourage you to take all of this into consideration when deciding whether NU London housing is the best fit for your needs.

Room details

Bronze Studio

- Weekly rent: £433
- Contract duration: 47 weeks
 - Contract start date: Monday 1st September 2025
 - Contract end date: Thursday 23rd July 2026
- Total rent: £20,351
- Tenancy deposit: £2,165
 - This is a refundable tenancy deposit that must be paid within 10 business days of booking your room on StarRez. You will receive a full refund at the end of your tenancy (Saturday 25th July 2026), provided a member of the Residence Life team confirms there are no damages or maintenance issues in the room.

A Bronze Studio provides you a small double bed, your own study space, storage room, kitchenette, bathroom with a toilet, sink and shower.



Housing application process

Stage one: [Pre-Application Form](#)

This is your first step and helps us get to know you better! It provides valuable insight for the Northeastern University London Housing Team's summer planning.

In the Pre-Application Form, you'll submit:

1. Personal & academic information

Providing accurate personal and academic details helps Northeastern University London maintain up-to-date records and ensures that your housing assignment aligns with your academic needs.

2. Housing plans for 2025-2026

Students must indicate whether they plan to book with Northeastern University London housing. Staying in Northeastern University London residence halls is strongly encouraged, as it offers access to Residence Life services, social engagement opportunities, and dedicated support from staff. However, students can choose to live off-campus and are fully responsible for securing their own accommodation. To assist with this, Northeastern University London provides a [Guide to Navigating the Rental Market](#), which offers helpful tips on finding and securing private housing. Students can also schedule a one-on-one appointment with the Northeastern University London Housing Team for personalised support. For further assistance, email london.housing@nulondon.ac.uk.

3. Room type of interest

Students will be able to indicate their interest in booking a Bronze Studio or 2-Bedroom Apartment. Please note that selecting a preferred room type in the Pre-Application Form does not guarantee your booking. Rooms are booked on a first-come, first-served basis and are subject to demand.

4. Reasonable adjustments

If students believe they need a housing adjustment in London, we ask that they indicate this in the [Pre-Application](#). This allows NU London Housing to monitor approved adjustments with the NU London Student Support Team (SST) to ensure that all student needs are taken into consideration during the housing application process. For more information on reasonable adjustments, please click [here](#).

Stage two: StarRez portal

The next stage will require you to access the Northeastern University London housing portal via StarRez.

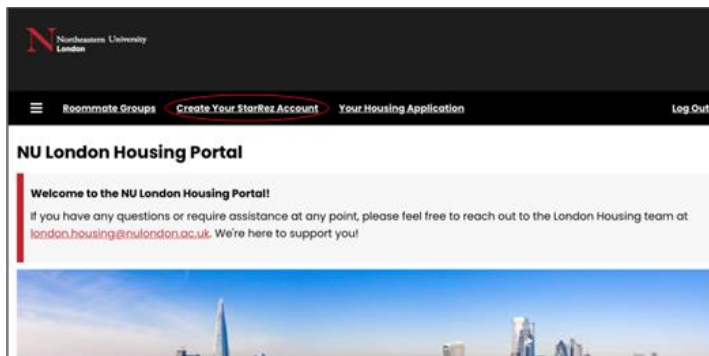
StarRez is our dedicated platform where you'll complete all the key steps for your on-campus housing journey. Within the portal, you'll be able to book your room, sign your Housing Agreement, and complete your induction modules.

Creating a StarRez account

You'll receive an email when it's time to set up your StarRez account. **Please note: You won't be able to create an account until your information has been imported by the NU London Housing Team, and you receive this notification.**

To access the portal, click here: [Northeastern University London Housing Portal](#). Once you've received the setup email, follow these steps to create your account:

1. Create an account by clicking the "Create Your StarRez Account" tab on the homepage.



2. If you are an incoming student, please create your account by using the same email address that you used for your initial application to Northeastern University London. If you are an upper-year student, please use your Northeastern University London email address. If you are unsure of what email address you used for your application, please reach out to london.housing@nulondon.ac.uk.

Create Your Account

If a match was found, you will receive an email shortly.

Email:

3. Once you receive the email, click the link to create your account password. Please note: your username is the same email that you used to create your account.

NU London Housing - Create Your StarRez Account

housing@nulondon.ac.uk
To: Li, Steffi
Mon 2025-02-03 4:31 PM

Hello!

You are receiving this email because you have requested to create your StarRez account with NU London Housing. To do so, please click the link below, or copy and paste the URL into your web browser.

https://housing.nulondon.ac.uk/StarRezPortalX/9D0F95CD/14/211/Create_Your_StarRez_-_Create_Account_Passw?UriToken=6D862BD2&Timestamp=638741970640619194&Guid=7364988f-2e71-43e8-8c54-5f2b50be09c9&RequestHash=lnZQ5VbnxEz05TNSXHp%2Bke53bRGEfphc

If you have any concerns with setting up your account, please reach out to london.housing@nulondon.ac.uk.

Best,
The NU London Housing Team

Create Account Password

Username (Email Address):

New Password:

Confirm New Password:

[Go Back](#) [Save & Continue](#)

- After setting your username and password, you can login by clicking the tab located on the right side of the homepage. You are now ready to complete all Northeastern University London housing processes.


N Northeastern University
London

[Create Your StarRez Account](#) [Login](#)

NU London Housing Portal

Welcome to the NU London Housing Portal!

If you have any questions or require assistance at any point, please feel free to reach out to the London Housing team at london.housing@nulondon.ac.uk. We're here to support you!



Booking your room on StarRez

Room bookings are managed on a first-come, first-served basis, with availability determined by student selections in real time. If you log into StarRez and see that Bronze Studios or 2-Bedroom Apartments are no longer available, it means those room types have reached full capacity. Before exploring alternative accommodations, we encourage you to email london.housing@nulondon.ac.uk to confirm availability.

Initial booking access is granted to incoming Undergraduate (UG) and Postgraduate (PG) students. If spaces remain after this first round, booking will then open to upper-year or returning students.

Things to keep in mind before starting your application:

Review key information: Be sure to read through the details on room rates and contract lengths ([here](#)). As a reminder, contract lengths are fixed and cannot be shortened or modified.

Housing agreement & deposit: Once you book a room and sign your housing agreement, you are legally bound to its terms. A tenancy deposit must be paid within 10 business days of booking. Failure to make this payment may result in your room being released back into the system, though you will receive a notification before this occurs. Please note that once the deposit is paid and your booking is confirmed, cancellations are not permitted unless you are no longer eligible to live in NU London housing (e.g., a change in your student status).

Conditional bookings: If you are awaiting admission decisions from another institution or awaiting a visa, we still recommend proceeding with a booking if you wish to secure housing. If you choose to attend a different university or are unable to obtain a visa, your housing agreement will be voided, as it requires full-time enrolment at Northeastern University London.

Ready to book your room? Follow these steps to complete your housing application:

[Log into StarRez](#)

If this is your first time applying for NU London housing, you'll need to create a StarRez account. Click [here](#) for more information.





If you previously lived in Northeastern University London housing, you do not need to create a new account. Simply log in using your existing credentials from your previous application.

[Navigate to the "Your Housing Application" tab](#)

Once logged in, locate the "Your Housing Application" section on the homepage to begin your application process.

[Self-select your room](#)

Similar to online shopping, students will self-select the room they wish to book from the available options on the portal. You can add or remove a room before confirming your selection.

	
	
Room Type: 2 Bedroom Apartment	Room Type: 2 Bedroom Apartment
Room Number: Chapter Spitalfields 2.28-A	Room Number: Chapter Spitalfields 2.28-B
Gender Configuration: DynamicGender	Gender Configuration: DynamicGender
Show Room Info	Show Room Info
Add To Cart	Add To Cart

If you plan to share a 2-Bedroom Apartment with a specific roommate, you must coordinate your selection to ensure you each book corresponding rooms (e.g., 2.28-A and 2.28-B).

2-Bedroom Apartments operate under a dynamic gender policy. Once one room in the apartment is booked by a student identifying as a particular gender (e.g., female), the second room will automatically be restricted to students of the same gender.

Sign your housing agreement

Once you have selected your room, you will be required to review and sign your housing agreement. This document is a binding legal contract that outlines your responsibilities and obligations as a resident, including payment terms and the duration of your stay.

Please take the time to read the agreement thoroughly before signing, as you will be held accountable for all terms outlined in the contract.

You cannot complete your room reservation without signing and downloading the housing agreement. Your booking will not be finalised until this step is complete.

Pay your tenancy deposit

This is the final step of your NU London housing application. Once you sign your housing agreement, you are required to pay a tenancy deposit equal to five weeks' rent (weekly rent \times 5), as outlined in your contract.

Important: The deposit must be received within 10 business days of booking your room. Failure to pay within this window may result in your application being cancelled.

How to pay your tenancy deposit:

Option A: paying with bank details:

- Barclays Bank plc
- Account name: Northeastern University London
- Reference: Student's First Name and Last Name
- Sort code: 20-00-00
- Account number: 53252892
- Swift code: BARCGB22
- IBAN: GB64BARC20000053252892

Important: Please ensure that all transactions include the correct reference - the student's first and last name. Do not use the name of the person making the payment (e.g., a parent or guardian) if paying on the student's behalf. Failure to provide the correct reference may result in difficulty attributing the payment, and we reserve the right to cancel your housing application to prevent such issues.

Option B: international payment option or credit card via TransferMate:

- If you are making a payment from abroad or prefer to use a credit card, TransferMate offers a convenient solution. This option allows you to pay in your local currency without incurring additional international bank fees or charges, while offering competitive foreign exchange rates.
- Simply follow the instructions on the TransferMate portal:
<https://nulondon.transfermateeducation.com/>.

How to pay your rent:

This year, students will be able to view and manage their rent payment schedule directly through Quercus. Once logged in, you'll have the option to choose from the following payment plans:

- full payment – pay the entire rent amount in one lump sum at the beginning of the year.
- termly payments – split your rent into two equal instalments, with the first payment due in September and the second in January.
- monthly payments – spread the cost over ten monthly payments, from September through June.

Please note: your housing agreement will display only the full annual rent for your accommodation. The detailed breakdown based on your selected payment schedule (e.g., individual monthly or termly amounts) will be available on Quercus.

Later in the summer, the finance team will provide students with a step-by-step guide on how to access Quercus and complete your housing payments. Keep an eye on your email for further instructions!

Additional considerations

NU London Residence Services understands that there is a lot to consider when picking your housing for the upcoming academic year.

At Northeastern University London, we are committed to ensuring an inclusive and supportive living environment for all students. We recognise that some students may require specific accommodations due to disabilities, medical conditions, or other personal circumstances. Our aim is to provide reasonable adjustments that help students fully engage with university life while maintaining the academic integrity of our programs.

Reasonable adjustment requests

A reasonable adjustment is a modification or support measure provided by the university to remove barriers that a disability may present. These adjustments ensure equitable access to education and university life without compromising academic standards.

To request reasonable adjustments, students must register with Northeastern University London's Student Support Team (SST) and provide appropriate supporting documentation, such as:

- medical reports or notes from a general practitioner (GP)
- assessments from an educational psychologist
- reports from a psychiatrist or other relevant medical professionals

To register with SST, please reach out to studentsupport@nulondon.ac.uk.

Reasonable housing adjustments for students with disabilities or medical conditions are considered on a case-by-case basis. While we strive to meet all requests, some accommodations may be subject to availability.

If students believe they need a housing adjustment in London we ask that they indicate this in the [Pre-Application](#). This allows NU London housing to monitor approved adjustments with SST to ensure that all student needs are taken into consideration during the housing application process.

Frequently Asked Questions (FAQs)

What happens if I book a room but decide not to attend Northeastern University London?

You will not be liable for the remainder of the contract. Eligibility for Northeastern University London housing is based on your student status with the university. If you accept a conditional offer but choose to study elsewhere, your contract will be voided.

Can I cancel my housing application if I decide to attend Northeastern University London but no longer want to live in Northeastern University London housing?

You are bound by the terms of your contract unless you qualify for early termination, as outlined in the agreement.

What is included in my room?

Upon arrival, you will receive:

- bedding pack – duvet with cover, fitted sheet, pillows, and pillowcases.
- kitchen pack – pot, pan, mug, plates, bowl, cutlery, and essential utensils.

Please note: towels and additional personal items are not included and must be purchased separately.

Is the tenancy deposit refundable?

Yes, your deposit is refundable at the end of your tenancy, provided there are no damages or maintenance issues. Refunds will be processed after a room inspection once your contract ends.

Is a meal plan included?

No, Northeastern University London does not offer a meal plan. Each student apartment includes a kitchen with a mini fridge and stovetop for self-catering, which is standard for UK university accommodations.

What is the advantage of booking with Northeastern University London versus the provider directly?

Our Housing Services and Residence Life teams offer a range of perks, including being matched with a dedicated Residence Life Coordinator (RLC), access to all ResLife events such as Family Dinners, and continuous support for any questions or concerns throughout your stay with us.

Stay connected

Housing “How-To” and Q&A session

Join Residence Services on Thursday 22nd May at 4:00 pm (BST) for an overview of NU London housing, including details about the residence hall, room types, and more.

Click [here](#) to register for the webinar. Can't attend live? Don't worry – the session will be recorded and shared with students afterward on the [Microsoft Discussion Board](#). Please note that offer holders and incoming students currently do not have access to the Discussion Board.

Book appointments with NU London housing

You can also book a 1:1 appointment with our Senior Housing Officer through [this link](#), or contact us anytime at london.housing@nulondon.ac.uk if you have any questions.