HOME AT HALLS FAQS

When can I register to use the home at halls app?

You will be able to register for the home at halls app 30 days before you arrive at your accommodation. You will be put into a pre arrival status of the app where you can view useful information about Intake and be notified of any updates before your arrival. Once you are in residence your status will then change and all app features will become available. If you try to register too early it won't work as we will not have your information in our system.

How do I register for the home at halls app?

You will be sent an email with the link to register which will include registration information, (please note these will match the information you initially provided, any changes will need to be made via the accommodation office). Once registered you will need to verify your email address before you can access the app- make sure you check your junk folder.

Why do I need to download the home at halls app?

The home at halls app is dedicated to improving your student experience and time living in University accommodation. On the app you can receive accommodation news, sign up to events, log a maintenance issue, complete your room inventory, collect your parcel and packages, receive important site notifications and much more!

Why do I need to complete a room inventory?

It is important to complete your room inventory so we know the condition of the room when you have arrived and also to let us know of any issues you may have (we hope this isn't the case). This record will be kept in your app throughout the year in case you may need it!

How do I collect my parcels?

When your post or parcels arrive at reception, our reception teams will scan this into the app for you. This will send you an instant notification and QR code telling you that your parcel has arrived. At reception, you will need to show the QR code sent to you on the app so our reception team can scan it and find/hand over your parcel. In the app, you will be able to see a history of what you have collected throughout the year.

home at halls