

Termination Policy 2015

Introduction

This document sets out how Derwent Students proceed with a request to terminate a tenancy agreement. If a nomination agreement is in place then the Termination/Booking policy of the nominating university will take precedence over this policy.

What type of tenancy do I have?

Your tenancy agreement is a legal contract between you as the tenant and the landlord. Derwent Students manage your tenancy on behalf of the landlord. This agreement sets out your responsibilities as a tenant and our responsibilities as the landlord's agent. Your tenancy agreement is for a fixed term and you are liable for the full term of that agreement.

Can I cancel my booking?

1st Year applicants only - If you are a prospective student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution as a result of you not achieving their required entry grades or because you have exceeded your expected grades you may be eligible to be released from this agreement. To apply to be released from the agreement you will need to provide:

- Written confirmation that you wish to cancel your reservation.
- Supporting evidence from the University or UCAS.

These document(s) must be received by us within 3 calendar days from the date your results are published for you to be eligible for a refund of your deposit and accommodation fees. Your refund will be returned in full within four weeks.

Each applicant has a three day cooling off period after signing the agreement on or before **1st August**. **Thereafter the cooling off period is reduced to 24hrs**. In order to cancel your agreement, you must give written notice by post or e-mail. The notice must reach us by the end of the **third** working day after the agreement is confirmed and before you move into your accommodation, whichever is the sooner. As confirmed in your agreement, we will refund the **full security deposit**.

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1. If you accept an offer of accommodation online or by signing a Tenancy Agreement and then decide you wish to cancel outside of the Initial Cancellation Period, the following applies:
 - You remain liable for the weekly rent (for each and every week or part week) until you find another tenant who is acceptable to Derwent Students (it is your responsibility to find another tenant) and we are able to re-let the room.
 - If we are able to re-let the room we will release you from the agreement upon payment of a £50 release fee which will be deducted from your security deposit.

There is no charge if you exercise a right to cancel your application under the Consumer Protection (Distance Selling) Regulations 2000, full details of which will be set out in your tenancy agreement.

Can I terminate my tenancy once I have moved into the accommodation?

You cannot terminate your tenancy agreement once you have moved in, even if you have terminated your university/college course. You can move out of the accommodation, but you will remain liable for the remaining rent charges until the end of the fixed term period, or until you find a suitable replacement student who we agree to.

If a replacement tenant is found for your room, we will release you from your tenancy agreement from the commencement date of the replacement tenancy agreement. You will be charged the £50.00 release fee to cover room preparation and admin fees.

If no replacement tenant is found for your room we will be entitled to retain your security deposit & rent until all amounts due under your tenancy agreement have been paid. Once we have accepted the replacement student, you must return the room key to the site office and confirm your contact details when you leave.

You can submit an appeal to be released from the contract earlier than the fixed end date by submitting a request to the site office along with supporting evidence. This will be passed to a panel who will review your request and make consideration of your circumstances. Once the panel has reached its decision, both you and your guarantor will be notified in writing.

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Special conditions

You can terminate your tenancy agreement if you have an existing medical condition and this is recorded on your application prior to a room offer being made. We will require medical proof with your termination request and you will be liable for a minimum of 4 weeks' rent or to the end of the current rent period, whichever is the longer.

If you have a medical condition and this is not noted on your application, we will accept your termination, but you will remain liable for the rent to the end of the fixed period or until you find a replacement who is acceptable to Derwent Students.

Tenant deceased – tenancy agreement ends.

Complaints

If you are not satisfied that Derwent Students have complied with this policy and wish to complain, our complaints policy gives information on what you should do, together with details of how we will handle your complaint.

Data protection: access to files

We will allow you to have reasonable access to personal information we hold (as long as someone has not given us this information in confidence e.g. doctor, social worker, probation officer etc.). You can correct your information or record your disagreement with any information we hold. You can apply in person at Suite GB, Central House, Beckwith Knowle, Otley Road, Harrogate, HG3 1UF, or by writing to the same address. If you request copies of information you will have to pay a reasonable fee to cover our expenses. We will respond within 40 days.

Equality and Diversity: Equal Opportunities Policy

We are committed to promoting Equal Opportunities in the provision of housing services and in the employment of staff and contractors, regardless of race, colour, nationality, ethnic and national origin, religious belief, age, gender, marital status or sexual orientation.

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Derwent Students is a sub-division of Derwent Facilities Management
REGISTERED OFFICE - 1 Centro Place, Pride Park, Derby, DE24 8RF
Company Registration No. 07264667
Registered in England & Wales

info@derwentstudents.com
www.derwentstudents.com

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