



LIVERPOOL
HOPE
UNIVERSITY
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Accommodation Termination Policy

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Liverpool Hope University Accommodation Office

Accommodation Contract Termination Policy

1. Policy Outline

A student may leave and surrender their room in Halls to the University, but the contract will not be terminated or the accommodation charge reduced unless extraordinary circumstances exist. Applications will only be considered in the circumstances set out in Section 2 below.

Students are reminded that there is competition for residential accommodation at Liverpool Hope University and that the room they take could easily have been offered to another candidate. If an accommodation contract is terminated a financial burden is placed on the University, as the room may be difficult to fill once the student has left. The University will therefore make provisions for any financial losses it may incur. In practice this means:

- i) that the student may be liable to pay all or part of the accommodation charge, and/or
- ii) that the University will retain some or all of the accommodation charge already paid by that student.

The decision as to whether to terminate the contract shall be made by the Accommodation Manager and/or the Head of Residential Life in accordance with this policy.

2. Criteria for Termination

The provisions of this policy allow for a termination of the contract and a resultant reduction in the accommodation charge under the following extraordinary circumstances only:

- where the student no longer qualifies to live in halls, for example, if their course of study is no longer a full-time course earning at least 120 credits in a given year, or where the student's registration with the University has been terminated
- where the student can not reside in halls or has to return home permanently due to their own serious illness or disability where daily care is required. This must be supported by medical evidence from a GP or medical consultant confirming the student can no longer live in the halls of residence
- where the student has to return home permanently due to the serious illness or disability of a close family member where daily care has to be provided to that person by the student. This must be supported by medical evidence from a GP or medical consultant confirming the need for daily care by the student
- where the student has to return home permanently due to a serious family crisis, such as the death of a parent or sibling, which must be supported by written evidence.

The above are the ONLY criteria for terminating a contract and applications based on students leaving Halls by choice, financial difficulties, loneliness, homesickness, or any personal circumstance other than those outlined above, will not qualify for termination of the contract.

Termination Agreed: In all circumstances an early termination fee will apply, this will be 6 weeks rent calculated from either the date of de-registration from the University (if applicable); or the date the room is vacated and keys surrendered to the University, whichever is later. The day you return your keys is the TERMINATION DATE.

The student will be advised of the final calculation in writing and should contact the Finance Office to either pay any remaining debt or make a payment plan. If the calculation results in a credit on the student's account, a refund can be requested – refunds will be returned to the account from which the payment was made.

Termination Not Agreed: If the student does not meet the criteria outlined in Section 2 and the University does not agree to terminate the contract then the student will remain liable for the full charge, even after the student relinquishes the accommodation to the University, unless the premises are licensed by the University (at its discretion) to a **new** student who is not already residing at Halls, in which case the accommodation charge will be reduced pro rata.

3. Procedure for Applying to Terminate a Contract

- Complete an *Application to Terminate* which should be submitted to the Accommodation Manager
- complete the reason on relevant section of the *Application to Terminate* and attach any supporting evidence necessary to prove the claims made in the application
- discuss the circumstances relating to the application with a Senior Resident Tutor, who will provide comments/support to the Accommodation Office
- if the student is withdrawing from the University, they should meet with an academic advisor and complete a *Registry Withdrawal or Interruption of Studies* form, a copy of which should be given to the Accommodation Office. Such students are strongly advised to discuss the financial implications of leaving with a member of the Finance and/or Student Funds team
- the Accommodation Office will confirm to the student in writing whether or not the contract will be terminated
- if the student wishes to leave after hearing the University's decision, they should relinquish the room to the University by handing in the keys to the Accommodation Office.

4. Appeal

If the student wishes to request a review of the decision made under this Policy, then the student shall be entitled to raise a stage 3 complaint. In order to request a review you would need to complete a Stage 3 Complaint Form (Request for a Review) and send it to caseworker@hope.ac.uk within 10 working days of receipt of the decision of the Pro Vice Chancellor or nominee.

The grounds on which you can seek a review are as follows:

- a) The University made a material error in following its procedure or
- b) The outcome was unreasonable in light of the evidence available; or
- c) New material evidence has come to light which you were unable, for valid reasons, to provide earlier in the process.

The matter will be referred to the Vice Chancellor or nominee. The Vice Chancellor may appoint an appropriate staff member to review the matter, undertake any appropriate further enquires, and make recommendations. You will receive a response from the Vice Chancellor within 3 calendar weeks of receipt by the University of your notice to request a review.

If you are still dissatisfied after the Vice-Chancellor's decision, the student would have recourse to the Office of the Independent Adjudicator. Details of this scheme will be given when the internal procedures are exhausted.