



LIVERPOOL
HOPE
UNIVERSITY
1844

Accommodation Termination Policy

Document Control

Responsibility for Policy:	Accommodation Office
Approved by and date:	A Reppion 31/08/22
Frequency of Review:	
Next Review date:	30/08/24
Related Policies:	
Minor Revisions:	

Defrosted Food Policy

The university are committed to repairing, or providing you with a replacement fridge, freezer or fridge/freezer within two working days of the item first being reported as faulty.

Please keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature. A refrigerator will keep food cold for at least 4 hours if it is unopened. A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.

If there is no spare freezer storage within your own flat, the university will endeavour to offer separate freezer storage whilst we repair/replace the item. Either using an appliance within an office/catering kitchen or a guest flat or a vacant flat, if possible.

As a landlord, the university is not obligated to pay for ruined food. You should take out your own contents insurance. If you have done so, you can claim for the cost of the food you have lost against your own policy.

If you need to make a claim, you will need to tell your insurer exactly what you have lost and how much it is worth. Your insurer will probably ask for a list of the perished freezer contents and their approximate price.

Do not be tempted to exaggerate, as your insurer will not pay out if they think the amount is too much and it might compare the items you've declared against the cubic volume of your freezer.

Some insurers will insist on seeing receipts or other evidence before paying out on your claim. If you hold onto receipts for big shops, not only will it help you budget more carefully the following month, it will also act as proof of purchase in case you need to claim around that time. You can also use your banking app or bank statement as extra proof if you paid on your card, and supermarkets can provide copies of receipts if you show them the transaction on your bank statement.

If the value of the contents of your appliance is lower than the insurance excess, **the university will only consider a claim for defrosted food, if the following procedure is fully followed:**

- 1) That the fault was reported online as soon as the fault was noticed, not verbally reported to a member of staff.
As with all maintenance requests, we advise all students of how to report jobs electronically in your welcome email from accommodation, your moving in guide, there is also guidance online how to do this, see estates@hope.ac.uk
- 2) The damaged food must be photographed, either by a member of Campus Services, Domestic Services or Estates staff, or you ask a member of the Campus Services team to accompany you when photographing damaged food to verify it is ruined. The name of the campus services officer, and time and date must be noted in your claim to Accommodation and Estates.
- 3) As with an insurance claim, any receipts should be submitted along with a list of ruined food, to include brands/from which supermarket foods were purchased
- 4) Claims should be submitted to accommodation@hope.ac.uk