



Student Termination of Tenancy / Booking Policy

Introduction

This document sets out how we will deal 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 Derwent Living which sets out your responsibilities as a tenant and our responsibilities as your landlord, the tenancy agreement is for a fixed term and you are liable for the full term of that agreement.

Can I cancel my booking?

1. If we are not able to offer you a place, we will advise you within 10 working days of receipt of the application and no payment is due to us. (Any paperwork relating to your application will be disposed of in a confidential manner).
2. If we offer you a place but you do not accept by correctly signing and returning your tenancy agreement to us, your application will lapse after 14 days.
3. If you accept an offer of accommodation by signing and returning your tenancy agreement and then you decide that you wish to cancel this agreement we will only accept cancellation if the following applies:
 - You must cancel your application at least 8 weeks before the first day of the tenancy period. As mentioned in your agreement we will refund the £250 security deposit.
4. If you accept an offer of accommodation by signing and returning your tenancy agreement and then you decide that you wish to cancel this agreement less than 8 weeks before the first day of the tenancy period the following will apply:
 - You will remain liable for the weekly rent (for each and every week or part week) until we are able to re-let the room.
 - If we are able to re-let the room we will refund your security deposit of £250.

5. If we offer you a place and you accept by signing and returning your tenancy agreement and collect the keys but then chose to cancel, we will only accept your cancellation if the following applies:
- It is your responsibility to find another tenant for the room that is acceptable to Derwent Living.
 - You will remain liable for the weekly rent (for each and every week or part week) until the room is re-let to an acceptable tenant.
 - If we are able to re-let the room we will refund your security deposit of £250.
6. If we offer you a place and you accept and stay with us throughout the tenancy period, the security deposit will be continually held by us in case of any damage or rent arrears. If there are no problems at the end of the tenancy, the security deposit will be refunded to you.

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?

Yes you can terminate your tenancy agreement, but you will remain liable for the rent until the end of the fixed term period or until you find a suitable replacement.

This also applies if you terminate your university/college course.

Special conditions

You can terminate your tenancy agreement if you have an existing Medical condition and this is noted on the application form prior to an offer being made. We will require medical proof 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 the application form, 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 that acceptable to Derwent living.

Tenant deceased – tenancy agreement ends.

Appeals

If you wish to appeal against any decision made about your application for accommodation you will need to contact the Student Regional Manager, in writing, stating the reasons for the appeal.

Complaints

If you are not satisfied that Derwent Living has 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.

All complainants have the right to external review by the Independent Housing Ombudsman but they must have gone through our complaints procedure in the first instance.

Data protection: access to files

We will allow you to have reasonable access to personal information we hold about them (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 1 Centro Place, Pride Park, Derby, DE24 8RF, 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.

Our commitment includes Minicom facilities at our offices, trained sign language staff, disabled access and facilities at both our offices and work places. We also offer upon request:

- A translation service in written form, i.e. the Association's policies, and in the form of a three-way telephone conversation
- Documents recorded onto tapes
- Documents written in Braille

"اگر شما یک نسخه از این مدرک را به فارسی / دری میخواهید، خواهشمند است به شماره
تلفن ۰۱۳۳۲ ۳۴۶ ۴۷۷ نمائید"

यदि आपको इस दस्तावेज़ की हिन्दी में कापी चाहिए तो कृपया 01332 346 477 पर टेलिफोन कीजिए

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਪੰਜਾਬੀ ਵਿਚ ਕਾਪੀ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ 01332 346 477 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ

اگر آپ کو اس دستاویز کی کاپی اردو میں چاہیے تو مہربانی فرما کر 01332 346 477 پر فون کریں۔

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