



## Accommodation, Catering and Events Accommodation Release from Lease Process

In accordance with section 11.2 of your Accommodation Occupancy Agreement, terminating your agreement before your lease end date is impossible.

If you are unhappy with something in your accommodation, we would ask you to report this so we can address the problem and/or provide advice, support or a transfer.

Exceptions to ending your lease early can only be made if you cease to be a full-time, fully matriculated student at the University e.g., if you have completed your studies or change mode of study to part-time; if you take an authorised interruption of studies (AIS); or if you withdraw from the University. In these circumstances, you are no longer eligible for university accommodation and are expected to depart and return your key within 40 days.

You should send confirmation of your student status to [ACEHousingPanel@ed.ac.uk](mailto:ACEHousingPanel@ed.ac.uk) so our teams can review and confirm this status and inform you of next steps to be automatically released from your lease.

If your student status is not changing but you believe you have an exceptional change in circumstances that support or a transfer cannot resolve, of a welfare or medical reason for example, you should submit your request including your reason and supporting evidence via the MyAccommodation Hub on MyEd so this can be reviewed by the ACE Management.

You are strongly advised not to sign a second lease with another provider, until you have received confirmation from the University that you will be released from your lease with the University.

Where a student wishes for financial circumstances to be considered for a release it should be noted that we do not assess a student's ability to pay at the time of signing the tenancy nor through the life of their agreement and it is assumed that upon signing you have determined that the cost at the time is manageable. If a student can evidence an exceptional circumstance that has resulted in a significant, unforeseen exceptional change in financial circumstances then a release from contract may be considered if a transfer to cheaper accommodation that may be more suitable for your financial situation cannot be offered.

You are reminded that, in all cases and in line with the contract terms and conditions relating to your residence in university accommodation, if you vacate your accommodation without receiving official, written permission to do so, you will be liable to pay all rents due until your accommodation is occupied by another tenant agreed by the University.

### Evidence

For us to assess your ongoing housing needs appropriately, we may need you to provide acceptable evidence of your medical condition, disability or required specific housing adjustments via the form and email address outlined on the MyAccommodation Hub.

Note: All evidence must be presented in English

### For Disabilities, Ongoing Illnesses, Medical, Welfare and Mental Health Issues:

We require a letter or documentation from a medical professional, e.g., your GP or consultant. This evidence must outline the following:



- Formal diagnosis and details of your disability or medical condition and symptoms- does it cause fatigue, loss of concentration, anxiety etc.
- When the diagnosis was made
- How this affects your day-to-day life
- Detail as to why a transfer to alternative University accommodation does not provide a resolve.

Please note, if you are already registered with the University's Disability and Learning Support Service and would prefer to provide us with written consent for us to liaise with them regarding any supporting evidence from the support, they provide you please let us know.

### **ACE Management Review**

ACE Management will review requests and supporting evidence within 7 working days. They may also contact you for further information, if required.

### **Outcome**

#### ***If approved***

Should the application be approved for a release from the lease, the student will be informed and will be required to agree a date on which they plan to move out. On the day of departure students will have to empty and clean their room and return their key to the location designated [here](#) in an envelope marked with their name, room number and the date. Students can find a handy moving out FAQ and cleaning checklist on our [website](#)

Upon receipt of the key and confirmation from the Property team that the room has been inspected, is empty, clean and free from damage, the allocations and rent payment teams will process the release from lease from that date. Students remain responsible for rent payments up until the date that their release is processed. If a student has paid any rent beyond their departure date this will be refunded to their payment method on record within 28 days. If rubbish is left in the room or there is any damage the student may be charged for the removal and/or repairs.

#### ***If not approved***

Should the request be unsuccessful Residence Life will offer wellbeing support to the student by assigning a Residence Life Wellbeing Adviser and will also support the student by signposting and connecting to other support such as the Advice Place to ensure the student has a sufficient level of advice and support to manage their living situation and explore other options.

Students can also find a replacement tenant to take over their lease. A replacement tenant must be a full-time, fully matriculated student for the remainder of the lease, and not already living in university accommodation. In certain circumstances the replacement tenant may also have to meet other requirements e.g., if the student is in single-gendered accommodation, the replacement tenant must identify as that gender or agreement from all tenants in the flat will be required. To find a replacement tenant students may wish to advertise their room in the following places; EUSA's FlatShare [website](#) or some of the other [websites](#) EUSA recommends advertising rooms/flats.

Once a potential replacement tenant has been found students should contact the allocations team at [accom.allocations@ed.ac.uk](mailto:accom.allocations@ed.ac.uk) providing the full name and student number of the



student to allow them to confirm eligibility. Once confirmed, the allocations team will arrange a transfer of the accommodation contract and information on collecting keys.

Unsuccessful applicants will be given the opportunity to appeal against the decision as outlined below.

### **Appeals and ACE Housing Panel Review**

If a student is unsuccessful in their release from lease application and they wish to appeal the initial decision, they must do so in writing to [\*\*ACEHousingPanel@ed.ac.uk\*\*](mailto:ACEHousingPanel@ed.ac.uk) within 10 working days of receiving their outcome.

In their appeal they must outline the reasons for their appeal, include a copy of the initial request and supporting evidence and where relevant, provide any additional supporting evidence not previously provided with an explanation of why it was not submitted originally.

The panel meets every two weeks to review appeals if the initial decision is rejected. In exceptional circumstances out with this time a Panel may be convened earlier, if this is the case you will be informed.

The panel will consist of representatives from Residence Life, Property & Residential Services, Allocations, Rent Payment / Finance Operations and where appropriate the Disability and Learning Support Service.

The panel will review the release request and any supporting evidence that has been provided and any new evidence not provided with the initial request and will make a decision on whether it is appropriate to release from lease or review what support can be offered to the student e.g., transfer to alternative accommodation; signposting to financial support or wellbeing support.

An outcome will be provided within 3 working days of the Panel that reviewed the appeal.