



Queen Alexandra's House

Release from Licence Agreement Termination Policy 2024 / 2025

At Queen Alexandra's House we strive to provide welcoming, safe, secure, and comfortable accommodation. We are committed to assist and support your needs, providing a friendly environment for all residents.

We recognise that resident and university life does not always go to plan, and an individual's personal circumstances can change significantly during their stay, affecting their ability to adhere to their Queen Alexandra's House Licensing Agreement. This procedure aims to support residents in such circumstances to apply for an early release from their contract.

Queen Alexandra's House Commitment

To ensure this process is as hassle-free as possible we ask that you email info@queenalex.com or arrange a meeting with the General Manager who will discuss your personal situation with you.

We aim to support you with this process and confirm you are fully confident of what is required to complete the Release from Licence Agreement form effectively.

Background

The release from Licence Agreement Form is designed to ensure that we accurately assess residents who are experiencing "extenuating circumstances" that require you to no longer live at Queen Alexandra's House and would like a request to be considered on compassionate grounds.

"Extenuating circumstances" are defined as when someone who has experienced unforeseen personal, financial, medical, or familial disadvantage outside of their (the license holders) control and which is outside the scope of any support provided by Queen Alexandra's House.

It helps the general manager by; firstly by providing context against which they can judge the extenuating circumstances and secondly, by providing documentation that can serve as evidence to the claim. The form should be used when a resident is experiencing challenges that mean they can no longer adhere to their Licence Agreement and must be released as soon as possible.

Residents must have considered all alternative avenues before considering or requesting a Release from Licence Agreement termination. For example, a room move or additional welfare support. Whilst Queen Alexandra's House will do as much as is reasonably practicable to support a resident's welfare, it is important that we are sure that residents who benefit from early release are those with the most genuine of cases.

It is important that any extenuating information is provided to Queen Alexandra's House at the earliest opportunity. Failure to declare relevant information cannot be used as grounds for unpaid residences fees.

Procedure

The resident will be required to fill in the Release from Licence Agreement Termination Form. Residents are required to complete this, or their nominated party in the event the resident does not have capacity to complete the form.

Please note: if the form is completed by anyone other than the resident, written consent must be obtained from the resident and attached with this form.

Accompanying the submission of the Release from Licence Agreement Termination Form, the resident (or nominee) must also provide and attach supporting evidence of the case being made. The supporting evidence must complement the extenuating circumstances being described in the Release from Licence Agreement Termination Form. Advisory points on types of supporting evidence are provided below. The evidence provided must be written in English and dated within the last 28 days to be considered. If the original document needs translating this is the responsibility of the resident and an official translation document must be provided alongside the evidence given. Please note: Release from Licence Agreement Termination will not be considered without supportive documentation.

Once the Release from Licence Agreement Termination Form has been received by the General Manager at Queen Alexandra's House, there is a consideration period of up to 15 working days whilst the deciding panel evaluate the case. The resident (or nominee) will be advised of the outcome of the request by email by the end of the 15-working day period.

Important Notes

When considering whether to apply for a Release from Licence Agreement Termination Form, please reflect on the below as considered appropriate circumstances for use of this form (this list is not exhaustive, but aims to provide guidelines around what would be likely to be approved for Early Termination):

Extenuating Circumstances

- a serious, acute, or chronic medical condition (mental or physical) has been diagnosed.
- changes to treatment that require adjustment not accommodated by Queen Alexandra's House (e.g. admission to hospital for treatment)
- significant caring responsibilities arise within close family requiring the resident to move home.
- recent bereavement or serious illness within close family
- any kind of serious disruption due to adverse family circumstances
- where the resident has been the victim of/witness to a crime that has significantly impacted on their physical or mental health
- where the student has become pregnant
- where safeguarding concerns are present for the resident
- where there has been a significant disruption to the financial situation of the resident

Where a case fulfils the above criteria, it is important that appropriate supporting evidence is also provided with the form to ensure the case can be evaluated as genuine.

The list below is not exhaustive but provides a list of approved evidence providers.

If you wish to discuss the type of evidence you can provide for your claim, this can be done via a meeting with the General Manager.

Approved Supporting Evidence

- Letter from the residents registered General Practitioner or Specialist Doctor confirming the long-term condition and clarification of the impact of student accommodation on the condition.
- Hospital documentation dated within 28 days (treatment letter, specialist letter, admission letter)
- Letter from a Care Coordinator, or member of the residents Community Mental Health Team or Social Worker
- Support evidence from the resident's university confirmed they are no longer studying / or enrolled in a full-time course at the prospective university.
- Supporting documentation from Emergency Services (crime reference number, Police email)
- Appropriate medical documentation for close family member

The following scenarios provide examples of cases that would not be considered as “extenuating circumstances”, and would therefore not be considered for Early Termination (this list is not exhaustive):

- Minor ailments such as cough, cold, headache
- Personal disruptions or events that could have been anticipated such as holidays or moving into private accommodation.
- Finishing exams and wishing to move out before the end of the designated Licensing Agreement end date.
- Medical conditions that remain unchanged from the beginning of your Residence Contract
- Where Queen Alexandra's House can provide reasonable adjustments or solutions to your situation. For example, a room move or additional welfare support.
- Undeclared, ongoing maintenance issues