

## END OF CONTRACT VACATING

### When do I have to return my keys if I leave my room at the end of my contract?

At the end of the contract you will be required to vacate your room by 10am the morning after the last day of the tenancy period stated in the Tenancy Agreement. Late return of keys will unfortunately result in extra room charges being applied to your account (see below).

### What if I return my keys late and my contract has ended?

If you fail to move out on or by the due date/time you will be liable for additional accommodation fees at a nightly rate of £34.59 for standard, £39.54 for en-suite (flat layout), £37.60 for en-suite (corridor layout) and £59.44 for studio flats. Student Finance will issue you with an invoice for this charge which will be added to your student account and is payable immediately. Please note that unpaid charges which are overdue for payment may lead to difficulties in obtaining exam results and/or purchasing tickets for graduation ceremonies. You are not permitted to re-enter the accommodation after the tenancy period has expired, even if the keys have not been returned to the Residences Office. NB. Disciplinary action (including a fine) may be taken by the University against students who fail to move out on or by the due date/time.

## EARLY VACATING

### Can I move out of my room before the end of my contract and what will I be charged?

You will have agreed to a contract for the full period of your academic year. However, we understand this may cause some hardship for some students and therefore if a student wishes to terminate their term time Tenancy Agreement early, the University operates the following procedure. Before 10am 24 February 2012 for Undergraduate, Language and PGCert length contracts and before 10am 2 July 2012 for Postgraduate/Research length contracts: the student is charged a £350 break of contract (£400 for studio flats) and for the number of nights in accommodation until the keys are returned to the Residences Office.

If you vacate your room after 10am 24 February 2012 for Undergraduate, Language and PGCert length contracts and after 10am 2 July 2012 for Postgraduate/Research length contracts, you will be charged until the end of your term time Tenancy Agreement.

**For further information about vacating before your contract ends please refer to the link below and see paragraph 13.4, 13.5 & 13.6 (term time contracts) and paragraph 27.6 (summer vacation contracts). The Residences Regulations can be found at [www.brunel.ac.uk/life/accommodation/resregulations](http://www.brunel.ac.uk/life/accommodation/resregulations). You can also contact the Accommodation Office via the contact details below.**

### If my next instalment date falls within the period before I vacate, do I still have to pay my next instalment of rent in full?

Yes – All rent instalments that are due while you are still living on campus have to be paid in full by the instalment due date on your contract. Any adjustments and refunds to your account will be made after you vacate.

### Will I get a refund of my deposit?

Normally the deposit is credited to your final instalment of fees. The deposit may also be used towards any outstanding accommodation charges on your account, e.g. the early break of contract charge, accommodation rent.

### Can I end my contract early if I am going on an official University placement?

If you do secure an official placement whilst living in halls that will result in you needing to end your contract early please e-mail the Accommodation Office at [accom-uxb@brunel.ac.uk](mailto:accom-uxb@brunel.ac.uk) and we will advise. The Accommodation Office will seek verification from the Placement Office of your placement commencement date prior to releasing you from your contract under the Placement Student accommodation terms and conditions. Please check with the Accommodation Office for information on fees due if going on a placement.

## GENERAL

### Where should I return my keys when I vacate my room?

The keys should be returned to your Residences Office. It is your responsibility to return the keys to the correct place. Keys should **not** be left at the Security Office or with a friend to return to the Residences Office. Outside normal office hours keys should be posted through the Residences Office letterbox in an envelope collected from the Residences Office, clearly marked with the student's name, student's number and room/flat/hall details. You can contact the Residences Office before leaving if you know you will be leaving outside office hours. Key drop off points are located as follows:

Name of Hall/Complex	Key drop off point
Faraday, Saltash, Chepstow and Clifton Halls	Faraday Hall, Staircase 5
Bishop & Lancaster Complexes	Bishop Hall
Mill, Fleming and Galbraith Halls	Mill Hall
Isambard Complex	Concourse Hall, Block D

### I have not been using my room but have not returned the keys. Will I be liable for rent?

The accommodation is not regarded as vacated until all keys have been returned to the Residences Office; this includes partner's keys for studio flats. Where a Resident leaves the accommodation at the end of the tenancy period and fails to return the room key directly to the Residences Office, the student remains liable for the extra accommodation fees until such time as the key is returned to the Residences Office. Extra charges may apply if locks have to be changed.

### How can I get a refund of any accommodation credit on my account?

You can email the Accommodation Office to request a refund after you have moved out. The Accommodation Office will check to see if you are due a refund and will authorise the Finance Office to process this. The Finance Office will process the refund subject to any other money outstanding on your account. This process usually takes up to 3 weeks.

If you still have not received the refund after this period then Brunel students can contact the Student Centre by telephone on 01895 268268 or by email at [student\\_centre@brunel.ac.uk](mailto:student_centre@brunel.ac.uk) to check on progress. Non Brunel students can contact the Income and Credit Control department by email at [sledger@brunel.ac.uk](mailto:sledger@brunel.ac.uk).

### How and where do I pay any outstanding money?

You can contact the Accommodation Office at [accom-uxb@brunel.ac.uk](mailto:accom-uxb@brunel.ac.uk) to find out the balance on your account after you have moved out. If you have any outstanding fines, charges or administration fees on your account you are required to pay them by cash, cheque or credit/debit card to the Cash Office located in the Bannerman Centre or by telephone on 01895 265264. Any outstanding money should be paid within 7 days of returning your keys and will be subject to late payment fees if left unpaid. If you have a Direct Debit set up please remember to contact your bank to cancel it after you have vacated your room.

### How can I contact the Accommodation Office?

**Address:** Accommodation Office, Brunel University, Uxbridge, Middlesex, UB8 3PH, UK  
(The Accommodation Office is located at one end of Saltash Hall, behind the Counselling Office and near the Medical Centre)

**Call Centre:** +44 (0) 1895 267 900

**Fax:** +44 (0) 1895 269 793

**Text/SMS (Text messaging service):**  
+44 (0) 7860 023 026

**Email:** [accom-uxb@brunel.ac.uk](mailto:accom-uxb@brunel.ac.uk)

**Website:** [www.brunel.ac.uk/life/accommodation](http://www.brunel.ac.uk/life/accommodation)

You will be able to find further Information Sheets at the Accommodation Office during your stay at Brunel and on our website at [www.brunel.ac.uk/life/accommodation/publications](http://www.brunel.ac.uk/life/accommodation/publications)

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