

# King's Residences

## Early Termination of License Process

### Our Aim

Our aim at King's Residences is to provide a safe, enriching and inclusive environment for all students. We strive to support our Residents with achieving the best possible student experience whilst they study at King's College London by working alongside our students to best understand their accommodation needs. We recognise that student 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 King's Residences Licensing Agreement. This procedure aims to support students in such circumstances to apply for an early release from their contract.

### Our Commitment to You

To ensure this process is a transparent and hassle-free process, a member of the King's Residences Welfare team can schedule a telephone appointment with you before moving forward to discuss your personal situation with you and aid with the [early termination form](#). We aim to support you with this process and confirm you are fully confident of what is required to complete the form effectively. Please contact details the [Welfare Team](#) to set up a meeting for this support if you feel it is required.

### Data Protection

The data collected inside of this form will be processed in line with the [Student Data Collection Notice](#), King's College London. The information must be supplied with the Student Contract Holders consent and may need to be shared with other relevant personnel in King's Residences on a need-to-know basis.

### Background

The Early Termination Request Form (Add link when online) is designed to ensure that King's Residences have the information they require in order to accurately assess residents who *"are experiencing extenuating circumstances that require you to no longer live in College accommodation and would like [their] request to be considered on compassionate grounds"*. For the purpose of this procedure, extenuating circumstances are defined as when someone has experienced unforeseen personal, financial, medical or familial disadvantage outside of their (the license holders) control and which is outside the scope of support provided by the King's Residences team and the wider College. It helps the review panel by firstly providing context against which they can judge the extenuating circumstances and then 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 Residences contract and must be released at the earliest possible date. Students must have considered all alternative avenues before considering or requesting an early termination. For example, a room move, finding a replacement tenant or additional welfare support.

Whilst King's Residences places student welfare as their highest concern, it is important that we are sure that students who benefit from early release are those with the most genuine of cases. Students are strongly advised to read the supporting documentation (Frequently Asked Questions and Early Termination process flowchart) before completing this form, to ensure they fully understand what is required of them before they submit their case.

It is important that any extenuating information is provided to King's Residences at the soonest opportunity. Failure to declare relevant information cannot be used as grounds for unpaid residences fees.

### Procedure

The procedure involves the completion of the [Early Termination Request Form](#). This should be completed by the student license holder, or their nominated party in the event the student license holder does not have capacity to complete the form. **Please note: if the form is completed by anyone other than the license holder, written consent must be obtained from the license holder and attached with this form.**

Accompanying the submission of the Early Termination Request Form, the license holder (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 Early Termination Request 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 license holder (or nominee) and an official translation

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document must be provided alongside the evidence given. **Please note: Early Termination Requests will not be considered without supportive evidence.**

Once the Early Termination Request form has been received by the King's Residences team, there is a consideration period of up to 15 working days whilst the deciding panel evaluate the case. The deciding panel is made up of a minimum of 2 staff from the Residences team:

- The Systems and Allocations Manager (or their nominee)
- The Wellbeing Manager (or their nominee)
- Member of the Operational team

The license holder (or nominee) will be advised of the outcome of the request by email by the end of the 15-working day period. You remain liable for your room and rent up until receiving an approved decision to terminate the license early.

### Important Notes

When considering whether to apply for an Early Termination, 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, or has become significantly more disruptive since living in King's Residences
- changes to treatment that require adjustment not accommodated by King's Residences (e.g. admission to hospital for treatment)
- significant caring responsibilities arise within immediate\* family requiring the resident to move home.
- recent bereavement or serious illness within immediate\* family
- serious disruption due to adverse family circumstances\*\*
- where the student has been the victim of/witness to a crime that has significantly impacted on their physical or mental health
- where a resident student's pregnancy significantly affects their health and wellbeing
- where safeguarding concerns are present for the student such as they pose a risk to themselves or others
- where there has been a significant disruption to the financial situation of the student and where College financial resources have been exhausted

*\*Immediate family is considered a parent, guardian, sibling, child or spouse.*

*\*\*Examples include natural disasters, geopolitical events, incarceration.*

Where the 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 below list 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 telephone appointment with a member of the Welfare team.

### Approved Supporting Evidence

All evidence to be submitted digitally and must be translated into English by a professional translation service. Evidence submitted must be clearly legible, dated and relevant. Examples of appropriate evidence include (but are not limited to):

- A letter from the student's registered General Practitioner or Specialist Doctor from within a 28-day period confirming either a new, acute condition or the exacerbation of a long-term condition with further clarification of the impact of student accommodation on the new/long-standing condition.
- Hospital documentation dated within 28 days (treatment letter, specialist letter, admission letter) giving evidence to state of student's health.
- Letter from a Care Coordinator, or member of the student's Community Mental Health Team or Social Worker that gives evidence to history/ongoing nature of student's condition, the support provided by the service for said condition and a clearly documented explanation for the student's inability to adhere to their residence license.
- Letter from students Counsellor (can be King's Counselling Service), or other type of psychological practitioner that gives evidence to history/ongoing nature of student's condition, the support provided by the service for said

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condition and a clearly documented explanation for the student's inability to adhere to their residence license agreement.

- Supporting documentation from Emergency Services (crime reference number, Police email) that depicts an urgent reason the student cannot adhere to their residence license agreement.
- Report provided by the King's Advice team that gives evidence to history/ongoing nature of student's difficulties, the support provided by the service and a clearly documented explanation for the student's inability to adhere to their residence license agreement.
- Supporting professional documentation for immediate\* family member that demonstrates an urgent need for the student to be released from their residence license agreement.

The following scenarios are provided 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, planned surgeries or non-urgent surgeries, or moving into private accommodation.
- Finishing exams and wishing to move out before the end of the designated Licensing Agreement end date.
- Choosing to complete research or study-based trips abroad as part of academic programme.
- Medical conditions that remain unchanged from the beginning of your Residence license.
- Terminal illness, caring responsibilities, or bereavement of non-immediate family members.
- Where King's Residences can provide reasonable adjustments or solutions to your situation. *For example, a room move or additional welfare support*
- Changes to financial support/circumstances that can be mitigated by the College.
- Undeclared, ongoing maintenance issues such as kitchen hygiene, noise or local area construction.

### **Right of Appeal**

Under this process, a resident may submit an appeal against the outcome reached by the Early Termination Panel if the grounds for appeal satisfy either or both criteria below:

- a) there is new evidence that could not have been, or for good reason was not, made available at the time of the original early release request, and sufficient evidence remains that the appeal warrants further consideration; or
- b) evidence can be produced of significant procedural error on the part of the Residences team in considering the initial request for early termination.

Please note – you remain liable for your room and rent up until the point of receiving an approved decision from Kings Residences to terminate your license early.

### **Stage 1 Appeal**

If a resident can satisfy one of the appeal criteria outlined above, they must reply to their termination outcome email, clearly stating the grounds for appeal and attaching any relevant evidence for consideration. This must be completed within 5 days of being notified of the original decision. Please send the appeal to [kingsresidences@kcl.ac.uk](mailto:kingsresidences@kcl.ac.uk) with the subject line: **Appeal to early termination request.**

Once the appeal is received, the Associate Director for Kings Residences will consider the appeal and decide whether to uphold or reconsider the original decision. Where the Associate Director for Kings Residences agrees to reconsider the decision, the case can be reopened.

Once the case is reopened, a consideration period of up to 10 working days commences. An independent appeal panel will be appointed by the Associate Director for King's Residences, who will convene the panel to evaluate the appeal case. The appeal panel will be made up of a minimum of 2 staff from the Residences team, and the panel staff must not have been included in the original decision-making panel:

- The Head of Resident Experience and Operations (or their nominee)

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- The Head of Applicant Experience and Conversion (or their nominee)
- The Systems and Allocations Manager (or their nominee)
- The Wellbeing Manager (or their nominee)
- The Third Party Services Manager
- The Operations Assistant
- The Student Experience Manager (or their nominee)

The appeal panel will review the original request for early release from contract, the notes taken at the first decision-making panel and the appeal information to reach a final decision. This decision will be communicated to the resident by the end of the 10 working day consultation period.

### Stage 2 Appeal

In the event that the resident remains unhappy with the outcome of the stage 1 appeal and wishes to further contest the decision, the resident will need to submit a Stage 2 Complaint to the Student Conduct and Appeals team. Further information can be found here on how to do this: <https://www.kcl.ac.uk/professional-services/student-conduct-appeals>.