



Where students are at home.

Host Student Housing Limited are the managing agent of your accommodation.

We have been in dialogue with the various building owners with regard to the current Covid-19 situation and have reflected these discussions within the Cancellation Policy for your property.

We feel it is really important to let all of our residents know that during this rapidly changing environment we're prioritising the welfare of residents and staff. For many students, our accommodation is their primary home and our buildings still have a high level of occupation. Ensuring we can continue to provide all our students with access to safe, secure and managed accommodation is essential.

For some of you, we know that you have felt your best option is to leave your student accommodation to return to your family home or alternative accommodation during this unsettling time.

While we understand that you must make the right decision for your health and wellbeing, and that of your family, we regret that we cannot terminate your contract early if you have decided to leave your accommodation.

We realise that this decision will be disappointing for you, but we have been informed by the Universities Minister that students will still receive tuition fees and maintenance payments for term three as scheduled, whether or not campuses are closed, or learning has moved online. The government has also outlined information advising that tenants living in rented accommodation should continue to pay their rent as normal. There is a copy of this advice on our website.

We will remain open and your room is still available to you until the end of your tenancy agreement. We understand that you may currently not be in residence at present, but we are hopeful that you will choose to return to your home with us once the government restrictions on travel are lifted and it is safe to do so. Your rent payments cover the contracted period whether you are present or not, similar to when many tenants return home for Christmas, Easter and other holiday periods.

Please be advised that discussions are ongoing with all of our building owners and we will update the relevant site's Cancellation Policy (below) when we have received authorisation to do so. Please therefore keep checking this page for further updates.

Our staff are extremely busy dealing with the Covid-19 situation, by ensuring the health and safety of both our residents and our staff and so, we do thank you for your patience and understanding in these unprecedented times.



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## Host Denton Holme Student Village (“Hall”) Cancellation Policy

In this cancellation policy the following defined words shall apply

<b>Room:</b>	the room in the Hall which you have entered into an agreement with us to let
<b>We, us, our</b>	Denton Holme Student Village Limited (“the Landlord”) care of Victoria Hall Management (UK) Limited (company number 07970798) 15 Kangol Place, Norfolk Street, Carlisle CA2 5GX, trading as HOST
<b>You or your</b>	the person who agrees to let a room at the Hall from us

You may cancel the tenancy agreement that you have entered into with us by giving us written notice of your intention to cancel on the following basis:

- (a) If your notice of cancellation is received by us in writing within 72 hours after you have submitted an application form and the period of the tenancy has not commenced, we will make no charge and the initial rental payment of £300 will be refunded in full; or
- (b) If your notice of cancellation is received by us 72 hours after you have submitted an application form on or before 31<sup>st</sup> July 2019 and the period of the tenancy has not commenced, you may cancel your booking by writing to us provided that we will be entitled to retain £100 of the total initial rental payment; or
- (c) If your notice of cancellation is received on or after the 1<sup>st</sup> August 2019, we will not accept a cancellation/surrender of your tenancy agreement for the Room until a replacement tenant is found for the Room. We shall endeavour to re-let the Room however cannot guarantee that we will be able to do so. You will remain liable to pay the rent for the Room and all other charges and costs under your tenancy agreement for the period to the date that a replacement tenancy for the Room commences. We reserve the right to charge you a fee in the sum of £100 as a contribution towards our administration costs incurred in dealing with the surrender of the tenancy agreement and the sourcing of a new tenant.

If a replacement tenant is found for the Room we will release you from your tenancy agreement with effect from the date that the new tenancy agreement for the Room begins.

In the event you fail to honour your contractual obligations in relation to the payment of rent on the due dates before occupation of the Room, we may cancel your tenancy agreement by giving you notice in writing of cancellation; in the circumstances we will not repay any advanced payments made by you to us.

In the event that we cancel the tenancy agreement at any time before occupation of the Room by you, we shall give you as much advanced written notice as we can in the circumstances and will repay the initial rental payment to you and any other fees that we have taken from you in connection with the tenancy.