Requesting Release from Your Accommodation Agreement

We understand that circumstances can change during your time at the University. If you are experiencing difficulties with your accommodation, we encourage you to contact us as early as possible so we can explore the support available.

Before requesting a release

If your concerns relate to your accommodation or your living environment, we will always try to resolve the issue first. This may include repairs, additional support, wellbeing advice or, where appropriate, a transfer to alternative University accommodation.

When can a lease be ended early?

Under section 11.2 of your Accommodation Occupancy Agreement, accommodation agreements cannot normally be ended before the agreed end date.

A release will usually be approved automatically if you are no longer eligible to live in University accommodation because you:

- withdraw from the University;
- complete your studies;
- change from full-time to part-time study; or
- begin an authorised interruption of studies lasting more than one semester.

In these circumstances, please email confirmation of your change in student status to **ACEHousingPanel@ed.ac.uk**. We will confirm the next steps and your departure arrangements.

Exceptional circumstances

If your student status is unchanged but you believe exceptional personal, medical, welfare or financial circumstances mean you can no longer remain in your accommodation, you may request a release through the **MyAccommodation Hub** on MyEd.

Your application should explain:

- why you are requesting a release;
- why the issue cannot be resolved through support or a transfer to alternative accommodation; and
- include any relevant supporting evidence.

Please do not commit to another accommodation agreement until you have received written confirmation that your request has been approved.

Supporting evidence

Where your request relates to a medical condition, disability, mental health or welfare issue, we will normally require supporting evidence from an appropriate professional, such as a GP, consultant or other healthcare practitioner.

The evidence should explain:

- your diagnosis or condition (where appropriate);
- how it affects your day-to-day living;
- why remaining in your current accommodation is not suitable; and
- why additional support or a move to another University residence would not resolve the situation.

If you are registered with the University's Disability and Learning Support Service, you may instead give us permission to liaise directly with them where appropriate.

Supporting evidence should normally be provided in English within 14 days of submitting your request.

Financial hardship

We recognise that financial circumstances can change unexpectedly.

When students accept their accommodation agreement, it is assumed they have considered the affordability of the accommodation. For this reason, changes in financial circumstances will only be considered where they are exceptional, significant and could not reasonably have been anticipated.

Before considering a release, we will normally explore whether a transfer to lower-cost accommodation (where available) or an extended payment plan would better meet your needs.

How your request will be considered

The Team will normally review your application within seven working days. We may contact you if further information or evidence is required before a decision is made.

If your request is approved

If your request is approved, we will agree a departure date with you, usually by the end of the following calendar month.

Before leaving, you will need to:

- remove all personal belongings;
- clean your room;
- return your keys as instructed.

Your release will take effect once your room has been inspected and confirmed to be vacant, clean and free from damage. You will remain responsible for accommodation charges until your release has been processed.

Any rent paid beyond your release date will be refunded. Charges may apply where damage has occurred or belongings have been left behind.

If your request is not approved

If we are unable to approve your request, we will continue to support you. Depending on your circumstances, this may include:

- support from a Residence Life Wellbeing Adviser;
- referral or signposting to other University support services;
- exploring a transfer to alternative accommodation;
- discussing financial support or payment arrangements where appropriate.

You may also arrange for another eligible University of Edinburgh student to take over your accommodation agreement, subject to approval by the Housing Team. Replacement tenants must normally:

- be fully matriculated full-time students;
- not already be living in University accommodation; and
- meet any accommodation-specific requirements, such as single-gender accommodation where applicable.

If you identify a replacement tenant, please email **accom.allocations@ed.ac.uk** with their full name and student number so eligibility can be confirmed.

Appeals

If your request is declined, you may appeal within 10 working days by emailing **ACEHousingPanel@ed.ac.uk**.

Your appeal should include:

- the reasons you believe the original decision should be reconsidered;
- a copy of your original application;
- any new supporting evidence, together with an explanation of why it was not submitted previously.

Appeals are considered by the ACE Housing Panel, which includes representatives from Housing, Residence Life, Property & Residential Services, Finance and, where appropriate, Disability and Learning Support.

You will normally receive the outcome within three working days of the Panel meeting.

The Panel's decision is final.

Leaving accommodation without approval

If you leave your accommodation without receiving written confirmation that you have been released from your Accommodation Occupancy Agreement, you will remain responsible for accommodation charges until the earlier of:

- the end of your tenancy; or
- the date on which another eligible student takes over your accommodation, with the University's agreement.