

King's Residences

Early Contract Termination 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.

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](#) 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 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 resident and an official translation document must be provided alongside the evidence given. **Please note: Early Termination Requests will not be considered without supportive evidence.**

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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 license holder (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 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 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 student 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 student
- where there has been a significant disruption to the financial situation of the student

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

- Letter from the student's 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 student's Community Mental Health Team or Social Worker
- Letter from student's Counsellor (can be King's Counselling Service), or other type of psychological practitioner
- Support evidence from Student of Concern team or from King's Residences welfare team
- Supporting documentation from Emergency Services (crime reference number, Police email)
- Report provided by the King's Advice team
- Appropriate medical documentation for close family member

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 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 King's Residences can provide reasonable adjustments or solutions to your situation. For example, a room move or additional welfare support
- Undeclared, ongoing maintenance issues