



UNIVERSITY
OF LONDON
INTERCOLLEGIATE
HALLS

Early Termination Policy



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Why we have an early termination policy

The goal of intercollegiate halls is to provide residents with a safe and supportive environment for their entire stay. We recognise that residents' circumstances can sometimes make it difficult for them to follow the Intercollegiate Halls Licence Agreement. This policy is designed to support residents who, for unforeseen reasons, can no longer live in the Halls.

The Early Termination request form collects the necessary information to evaluate your request for early Licence Agreement cancellation due to special circumstances.

For the purpose of this policy, extenuating circumstances are defined as when someone has experienced unforeseen personal, medical, or familial disadvantage outside their control that prevents them from continuing living at the Intercollegiate Halls.

The form should be used if you are experiencing challenges that mean you can no longer adhere to the terms of your Licence Agreement and must be released at the earliest possible date. You 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.

Examples of Extenuating Circumstances

- A serious medical condition (Mental or Physical) has been diagnosed or has become significantly more disruptive preventing the resident from continue living in the Hall.
- Changes to medical treatment that prevent the student from residing in the Hall.

Data protection

We will process the information you provide according to our [Halls Tenant Privacy Notice](#) and may need to share it with other staff, such as your hall warden or hall manager.

Procedure

The Early Termination Request form should be completed by the licence holder or a nominated party if the resident is not able to complete the form. The licence holder must provide written consent if a nominated party has been chosen.

To complete the form, please log in to the [accommodation portal](#) and select Early Termination Request.

You must provide supporting evidence of the case being made. The supporting evidence must complement the extenuating circumstances described in the Early Termination Form. The evidence provided must be written in English and dated within the last 28 days to be considered.

Early Termination Requests will not be considered without supportive evidence.

Approved supporting evidence

- A letter from the resident's UK NHS registered General Practitioner or specialist dated within the last 28 days. Confirming medical condition and clearly stating why the resident is no longer able to continue residing in the Hall. The letter must be written in English on official paper and signed or stamped by the doctor.
- Hospital documentation dated within 28 days giving evidence of the state of the student's health.
- Letter from the resident's UK Mental Health team dated within 28 days giving evidence of the resident mental health condition and clearly stating why the resident is no longer able to continue residing in the Hall. The letter must be written in English.
- Letter from the resident's University counselling team that gives evidence of the history and ongoing nature of the resident condition, the support provided by the service, and explains the reason why the resident is not able to continue living in the accommodation.

Decision outcome

Once the Early Termination Form has been submitted, the Allocations Manager and Head of Housing Services will review the application and respond within 10 working days by email. It may be necessary to consult the Residential Life Manager and/or the Health and Wellbeing Manager as part of the decision-making process.

If your application is successful you will be provided with a contract end date. Liability for fees will cease at the end of the contract end date.

If your application is unsuccessful and you remain unhappy with the outcome, you can raise a stage one formal complaint under our [complaints procedure](#)

