

Student Accommodation

Updated at 6pm on 22 April 2020

Introduction

If you have been living in student accommodation (Halls, houses and flats) you will have signed a legally binding tenancy contract, which probably runs until the end of June or start of July. This means you are required to pay all rent instalments associated with this contract. These rent payments are still due regardless of whether you continue to live in the accommodation or not, unless the accommodation provider or landlord agrees otherwise. It is important to note that the final instalment of student funding will be paid to UK students as normal at the start of April and many students will therefore have sufficient funding to pay their final rent instalment.

Due to the current situation, some providers and landlords have agreed to reduce or waive some of the rent and where we are aware of this, we have outlined the situation below. However, this is a constantly changing situation and the information below is only correct at the time of going to press.

Hall providers offering a full or partial reduction of the final rent instalment

The following Hall providers have confirmed a full or partial refund of the final rent instalment for residents who have left their accommodation and do not intend to return during the current tenancy period:

- Abodus Student Living
- Downing Students
- Fresh Student Living – *The Lantern and Calico only*
- Gather Students
- iQ Student Accommodation
- NIDO Student
- Student Roost
- Unite Students – *including all the former Liberty Living Halls*
- Urban Sleep - *LJMU first years in Hardman House only*

Please contact the provider concerned if you have a query about how this will operate in their Halls.

Hall providers not offering any reduction of the final instalment

The University is not able to assist further regarding the final rent instalment for any other Hall provider and all queries and comments must be addressed to the relevant provider. All of the University's partner providers are committed to work with tenants to agree fair and reasonable payment plans in the event of financial hardship.

Students living in all other types of accommodation

The University is unable to advise on the potential for release from the final rent instalment for any other student. Please discuss this matter with your provider or landlord if you fall into this category.

Rent payments and financial hardship

If your landlord or provider is not offering to reduce the final instalment, they should try to be flexible regarding a revised payment schedule that is affordable. Please do not ignore the issue because this may eventually lead to debt collection enforcement and the chance to agree a payment plan will have been missed.

For those students experiencing financial hardship, please read the information around eligibility for the Student Support Fund, which can be found here: <https://myservices.ljmu.ac.uk/>

All SSF applications are submitted and assessed online and it may take a few weeks before payment to be made due to processing times. We are processing and approving payments as quickly as possible to support students. Applications will be assessed on the basis of need and will take into account any rent instalment refunds that have already taken place.

Further information

Any queries should be directed to your accommodation provider in the first instance or alternatively to refacc@ljmu.ac.uk and we will try to respond within 3 working days. Unfortunately where an accommodation provider or landlord is unwilling to reduce your rent liability we are not able to intervene. You should ask about their complaints or appeals process or seek independent advice.