

Student Accommodation

Updated at 12:30 pm on 30 March 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. We will endeavour to publish updates here as soon as we can. Please ensure that you read the appropriate section below as the support available will vary depending on where you live.

All LJMU students living in a Hall owned by Student Roost or Unite Students

Student Roost and Unite Students have agreed to release all students (not just new first year students) from paying the final instalment of rent if they vacate their rooms in early April. Please contact the respective Hall if you have any queries about how this will operate.

The Halls included are as follows:

Student Roost	Apollo Court Byrom Point Capital Gate Myrtle Street The Railyard
Unite Students	Grand Central Horizon Heights St Luke's View Unite Student Village (all parts)
Liberty Living (*)	Atlantic Point Liberty Gardens Liberty Park Prospect Point

() Liberty Living was recently acquired by Unite Students and so these Halls are included*

Students living in a Hall owned by other University accommodation partners

The following partner providers have confirmed that they are not able to release students from the final rent instalment at the present time:

- Campus Student Villages: Albert Court
- Downing Students: The Arch & The Electra
- Homes for Students: St Andrew's Gardens & Windsor Court
- Sanctuary Students: Grenville Street & Marybone 1/2/3

The University is not able to assist further regarding the final rent instalment for these Halls and hence all queries and comments should be addressed to the relevant provider. All these providers are committed to work with tenants to agree fair and reasonable payment plans in the event of financial hardship.

The University continues to discuss this issue with other partner providers and further updates will be provided here. These providers and the relevant Halls are as follows:

- Abodus Student Living: The Glassworks
- Fresh Student Living: Europa & The Lantern only (*not The Calico*)
- Gather Students: Agnes Jones House
- Urban Sleep: Hardman House

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 students. This also includes new first year students who did not book their accommodation via the LJMU Accommodation Office. 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 cancel or reduce the final instalment, they should try to be flexible regarding a revised payment schedule which 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 taken place.

Further information

Any queries about the above note 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 release you or reduce your rent liability we are not able to intervene. You should ask about their complaints or appeals process or seek independent advice.