



When you signed your Residential Agreement, you agreed to live at Massey Halls on a fixed term contract. However, we understand that unexpected things can happen. If something serious comes up, you can apply to end your contract early, but this is only allowed in special cases and is not guaranteed.

Please read all the information carefully to determine which sections you will need to complete.

Please complete **either Section 1 or Section 2** dependant on the criteria that fits your situation.

SECTION 1

Applying for a release of contract before our official withdrawal date

Please tick the box below to indicate whether you are a returning resident or a new resident at Massey Halls:

☐

Returning resident's official withdrawal dates:

- Full year and Semester One only contracts: 1 December 2026
- Semester Two only contracts: 1 June 2027

☐

New resident's official withdrawal dates:

- Full year and Semester One only contracts: 20 January 2027
- Semester Two only contracts: 1 June 2027

Please tick the box below that best matches your reason for wanting to withdraw from your Residential Agreement:

☐

Attending another university

☐

Change in financial circumstances

☐

Attending Massey University but have found alternative accommodation

☐

Having a GAP year

☐

Attending another Massey Campus

☐

Didn't get accepted into Massey University
(Please provide evidence of this along with the form)

☐

Studying via distance learning

☐

Going into employment

Penalty Fee Summary

You will ALWAYS lose:

- \$150 administration fee (non-refundable)
- Any bank fees

Please read and complete sections 3; 4; 5; 6; 7; 10

SECTION 2

Applying for a release of contract after our official withdrawal date

Please tick the box below to indicate whether you are a returning resident or a new resident at Massey Halls:

☐

Returning resident's after official withdrawal dates:

- Full year and Semester One only contracts:
2 December 2026
- Semester Two only contracts: 2 June 2027

☐

New resident's after official withdrawal dates:

- Full year and Semester One only contracts:
21 January 2027
- Semester Two only contracts: 2 June 2027

Please tick the box below that best matches your reason for wanting to leave Massey Halls early:

☐

Withdrawing from study

(If you are withdrawing or have been excluded from the Tertiary Institute, you will need to supply evidence proving that you have withdrawn or been withdrawn from study at the Tertiary Institute.)

☐

Compassionate Reasons

(If you are applying for early release from your contract due to personal reasons, you must provide detailed information and supporting evidence of your situation.)

Penalty Fee Summary

You will ALWAYS lose:

- \$150 administration fee (non-refundable)
- Any bank fees
- Part or all of your deposit
- Up to ten weeks rent (depending on when you apply)

Please read and complete sections 3; 4; 5; 6; 7; 8; 9; 10

SECTION 3

Process

What you need to do:

1. Before the official withdrawal date

Read and complete sections 3; 4; 5; 6; 7; 10 and email it to the team at your campus:

Auckland: accommodation.auckland@massey.ac.nz

Manawatū: accommodation.manawatu@massey.ac.nz

Wellington: accommodation.wellington@massey.ac.nz

2. After the official withdrawal date:

- First, make an appointment with your campus Assistant Manager Residential Life to discuss your request for early release.
- Read and complete sections 3; 4; 5; 6; 7; 8; 9; 10 and provide supporting documentation for your circumstances.
- Once your application has been completed and all relevant documentation collected, please send via email to the team at your campus:
Auckland: accommodation.auckland@massey.ac.nz
Manawatū: accommodation.manawatu@massey.ac.nz
Wellington: accommodation.wellington@massey.ac.nz
- Applications are reviewed and considered by our Release of Contract Panel, and a decision is made within 7 working days.
- Once decision has been made, you will be contacted by the Resident Services Manager, informing you of the outcome of your application.

IMPORTANT NOTE: Do not sign another rental contract until you have heard back from us

SECTION 4

Penalty Fees

If your application is successful, the dates, notice period and penalty fees in the below table will apply to any refunds.

- The administration fee of \$150.00 is non-refundable from the date of payment.
- The bond is refundable (minus any debt, damage, cleaning or fine charges).
- Full year and Semester one contracts: All other fees that form part of the deposit are non-refundable after 1 December 2026 for returning residents and 20 January 2027 for new residents.
- Semester two contracts: All other fees that form part of the deposit are non-refundable after 1 June 2027 for new and returning residents.

Release of Contract Application received BEFORE the official withdrawal date

Penalty Fees

Full Year and Semester One contracts:

- **Returning residents** prior to 1 December 2026
- **New residents** prior to 20 January 2027

- Administration fee and any bank fees

Release of Contract Application received AFTER the official withdrawal date but BEFORE 1 October 2027

Penalty Fees

Full Year and Semester One contracts:

- **Returning residents:** 2 December 2026 - 30 April 2027
- **New residents:** 21 January 2027 - 30 April 2027

- Two weeks notice from application received date
- Deposit
- Four weeks rent

All Residents

- 1 May 2027 - 31 July 2027

- Two weeks notice from application received date
- Deposit
- Six weeks rent

All Residents

- 1 August 2027 to 30 September 2027

- Two weeks notice from application received date
- Deposit
- Eight weeks rent

Release of Contract Application received 1 October 2027 onward

Penalty Fees

All Residents

- 1 October 2027 onward

- Full fees

SECTION 5

Appealing the decision

You can appeal the outcome of the decision within 5 working days. Email the National Manager of Accommodation Services at k.t.manning@massey.ac.nz

SECTION 6

Application Form

Date received (office to complete)

Date of application

Name

Massey Student ID

Email

Mobile

If you are currently in room

Hall

Room number

I confirm that I have discussed my situation with the campus Assistant Manager Residential Life, before submitting my application:

Date of discussion

Name of team member

SECTION 7

Declaration

Please read carefully and tick the boxes below. This is a legal document. You are saying the information you have provided is honest and complete:

☐

I have read, understood, and agree to the guidelines and conditions set out in this Release of Contract Application form

☐

I understand that I am required to return my access fob/keys upon departure and ensure that my room is clean and no personal items are left behind.

☐

I declare that the information contained within this application is true and correct to the best of my knowledge. No information that could have material bearing on my application has been withheld. I understand that if it comes to the attention of management that information given is not correct or has been omitted, the decision may be reversed, and I will be liable for the full fees during the agreement period.

☐

I give consent for my next of kin/guarantor to be contacted in respect of this application.

Resident signature

SECTION 8

Personal statement

Please provide a detailed personal statement explaining why you are requesting an early Release of Contract.

Important: Your personal statement and supporting evidence should provide sufficient information for the Release of Contract Panel to understand and assess your circumstances. Providing evidence does not automatically guarantee that your application will be approved.

Your statement should include:

Your circumstances – Explain what has happened and the circumstances that have led you to apply for a Release of Contract. Include relevant dates and when the situation first arose.

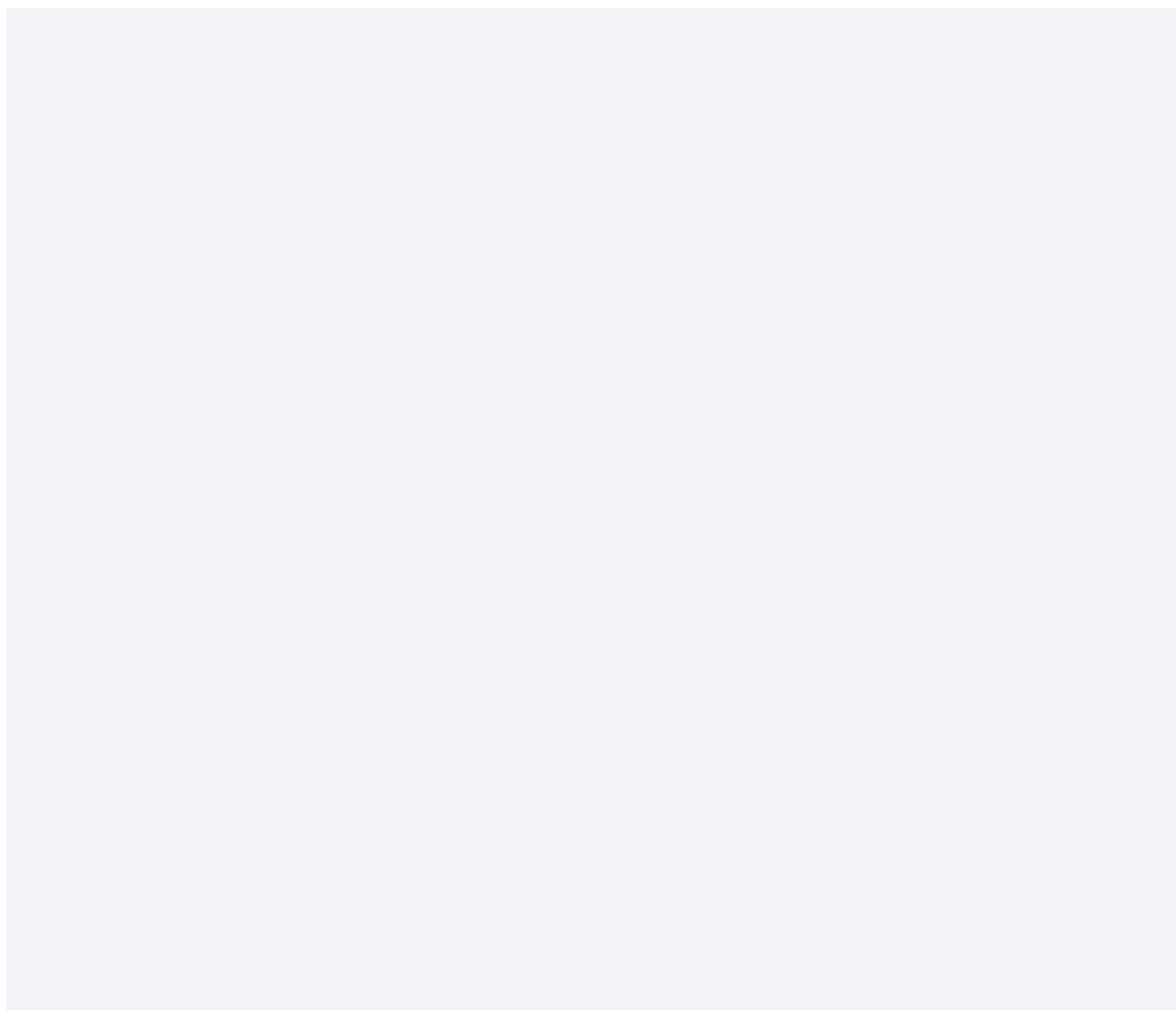
Impact on your ability to remain in accommodation – Explain specifically why your circumstances mean you are unable, or it is no longer reasonable for you, to continue living in Massey Halls for the remainder of your Residential Agreement.

Steps you have already taken – Tell us what you have done to try to resolve or manage the situation before requesting release. This may include speaking with Residential Life, Student Support, your academic team, health or wellbeing services, financial support services, or other relevant people.

Support or alternatives considered – Explain what support you have accessed or been offered and whether other options have been considered, such as additional support, a room change, payment arrangements or other reasonable solutions.

Relevant timeline – Include important dates, particularly when your circumstances changed, when you sought support and when you decided you could no longer continue your accommodation contract.

Supporting evidence – Provide independent documentation that supports the circumstances described in your statement. The evidence should relate directly to the reason for your application.



SECTION 9

Departure information

If your application is approved, when do you plan to move out?
(Must be within two weeks of your application date)

SECTION 10

Refund information

Bank Account number for refund (if any)

Bank Branch Account Suffix

Refunds and Account Adjustments

If your Release of Contract (ROC) application is approved, your accommodation account will be adjusted in accordance with the outcome of your application, including any applicable notice period, ROC penalty fees or other outstanding accommodation charges.

You will receive an updated *Statement of Account* with your ROC Outcome Letter. This will show any adjustments made to your account, any remaining amount payable, or any credit balance due to you.

Where your account has a credit balance:

You must complete and submit the *Bond Refund Form* before a refund can be processed.

Any outstanding accommodation fees, charges, damage costs, cleaning costs or other amounts owing will be deducted from the credit balance before a refund is issued.

Once the completed Bond Refund Form has been received and your account has been finalised, any remaining credit balance will be refunded to you.

Please allow **up to 60 working days** for the refund to be processed and paid.

Refunds will only be processed once all applicable charges have been confirmed and the resident's accommodation account has been finalised.

SECTION 11

Application assessment and outcome

Date of panel meeting

Application has been:

☐

Approved

☐

Declined

Reason for decision

☐

Compassion

☐

Withdrawal

Contract end date

Penalty fees

RESIDENT SERVICES MANAGER

☐

Release of Contract application processed

☐

Review and amend accommodation account as required

☐

Add Release of Contract fee to account

Date

Staff member