

2021 Residential Agreement Withdrawal and Refund Guidelines

All Residents have signed a Fixed term Residential Agreement to stay in their Accommodation. However, we understand there are exceptional circumstances that arise and there is a process that allows Residents to apply to be released from their Agreement earlier at Massey's sole discretion.

Under these circumstances a Resident must complete a Release of Residential Agreement Application Form ("Application").

Please read this carefully and follow all instructions. You are able to apply to leave your Accommodation for one or more of the following reasons:

Withdrawing from the Tertiary Institute

If you are withdrawing or have been excluded from the Tertiary Institute you need to supply evidence proving you have withdrawn or been withdrawn from study at the Tertiary Institute.

Medical / Counselling Reasons

If you want to move out because of medical or counselling reasons you will need to complete the Medical/Counselling Assessment form through the Wellington Health and Counselling Services (or your preferred doctor or counsellor). They will need to indicate why you can't stay in your current or similar on campus accommodation. You will need to show that you have found alternative accommodation that better meets your requirements. Under no circumstances should you commit yourself to any other tenancy contracts until you have been notified of the outcome of this Application.

Compassionate Reasons

If you want to move out because of personal or family issues you will need to either complete the Counselling Assessment form from Massey Counselling Service (or your preferred counsellor) or attach a supporting letter from whoever is relevant according to your situation. They will need to indicate why you can't remain in your current or similar on campus accommodation. You will need to show that you have found alternative accommodation that better meets your needs. Under no circumstances should you commit yourself to any other tenancy contracts until you have been notified of the outcome of this.

Application Process

If you wish to apply to be released from your Residential Agreement because of one or more of the reasons above then please fill out the relevant forms in the Release of Residential Agreement Application 2021 and attach all relevant documentation. You may be contacted by Massey to discuss your application in detail.

Please hand in completed forms as soon as possible to the office. The Early Release process is ONLY started when you hand in all the Release of Residential Agreement Application 2021. You can also email your Withdrawal Application to accommodation.wellington@massey.ac.nz

For assistance in filling out the Application form, please see the Office, Student Central or the MAWSA Advocate.

You will be contacted with the decision by The Cube Office, as well as information on the process for checking out and bond refund if your Application has been approved.

Appealing the Decision

You may appeal against the decision by applying to the Student Life Services Manager, Massey University Wellington in writing within 5 working days from the date of the emailed decision. The MAWSA Advocate can assist you with your appeal.

Appeal to:

Associate Director Student Wellbeing
studentservices.directorate@massey.ac.nz

Your Application will be kept strictly confidential.

Refund Outcomes

If your Application is successful, the dates, notice periods and penalties in the table below will apply to any refunds.

The Processing Fee of \$100 is non-refundable from date of payment.

The Bond is refundable (minus any damage/cleaning charges).

The Activity Fee, Internet Fee, Mattress Protector and Room Pack (for international students only) are non-refundable after 20th January 2021.

You must have your account and any outstanding fines with Accommodation the date.

Withdrawal Dates for Residents of Cube and Kāinga Rua Hall

Prior to 20th January (inclusive)

Immediate notice in writing to accommodation.wellington@massey.ac.nz.

Full Refund (Processing Fee and any bank fees retained).

21th January to 14th March (inclusive)

Two (2) week notice period applies from the date a complete Application is received.

Partial Refund: Three (3) weeks Accommodation Fees retained in addition to notice period.

15th March to 7th June (inclusive)

Two (2) week notice period applies from the date a complete Application is received.

Partial Refund: Six (6) weeks Accommodation Fees retained in addition to notice period.

8th June to 29th June (inclusive)

Two (2) week notice period applies from the date a complete Application is received.

Partial Refund: Seven (7) weeks Accommodation Fees retained in addition to notice period.

30th June to 25th July (inclusive)

Two (2) week notice period applies from the date a complete Application is received.

Partial Refund: Nine (9) weeks Accommodation Fees retained in addition to notice period.

26th July onward (inclusive)

Two (2) week notice period applies from the date a complete Application is received.

Partial Refund: The less of either twelve (12) weeks or remaining weeks Accommodation Fees retained in addition to notice period.

Withdrawal Dates for Residents of Senior Hall

Prior to 15th January (inclusive)

Immediate notice in writing to accommodation.wellington@massey.ac.nz.

Full Refund (Processing Fee and any bank fees retained).

16th January to 5th February (inclusive)

Two (2) week notice period applies from the date a complete Application is received.

Partial Refund: Three (3) weeks Accommodation Fees retained in addition to notice period.

6th February to 4th June (inclusive)

Two (2) week notice period applies from the date a complete Application is received.

Partial Refund: Six (6) weeks Accommodation Fees retained in addition to notice period.

5th June onward

After June 5th you will not receive a refund and will be liable for the remainder of your contracts accommodation fees

Release of Residential Agreement Application Form

Contact Details

Name: _____ Massey ID: _____

Mobile Phone: _____ Personal email address: _____

Alternative Address: (e.g - parents) _____

Please tick what ground(s) you are applying to be released by and ensure you attach the appropriate supporting document(s).

- ☐ Withdrawing from university (must provide evidence from Student Central)
- ☐ Medical/counselling reasons (must complete medical/counselling assessment)
- ☐ Compassionate reasons

Declaration

- ☐ I have read, understood and agree to the guidelines and conditions as set forth in this Release of Residential Agreement Application Form.
- ☐ I declare the information contained within this application to be 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 rent owed during the full contract period.
- ☐ I give my consent for my next of kin / Guarantor to be contacted by Accommodation Services staff in respect of this application.

Next of Kin: _____

Phone: _____

Email: _____

Bank Account Name: _____

Bank Account Number: _____

Statement

Please explain your situation and the reasons you are applying to be released.

Consider why you believe your current accommodation is not suitable. Have you tried to improve your situation? Have you contacted our pastoral care team on site? Add any other information you wish to be considered. You may attach more pages if needed.

If you are withdrawing from University, we would appreciate if you could please state your reason. This will assist the University in providing an improved service.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Date you wish to move out: _____

Student Name: _____

Student's Signature: _____

Date: _____ (dd/mm/yy)

Medical/Counselling Assessment

Please stamp form

Resident Details

Full Name: _____ Flat/Room Number: _____

To the practitioner:

If you are being asked to fill out this form by a current resident of our halls, your statement will be used as a supporting document to substantiate the resident's request to be released from his/her Residential Agreement. However, your statement does not guarantee that the resident will be released.

(Accommodation Services staff will handle this information confidentially).

Our residents may apply for a release for:

- Medical/Well-being Reasons
- Compassionate Reasons
- Withdrawing from their Massey courses

Please use the space below to provide us with a statement outlining your assessment of the student's suitability for staying in the MU WN Halls of Residence.

Counsellor or Doctor's Signature

Name: _____
Signature: _____ Date: _____ (dd/mm/yy)

Staff Use Only

Reason:

- ☐ Withdrawal from MU
- ☐ Medical/Well-Being
- ☐ Compassionate Reasons

Resident required to pay until:

☐ ROM's recommendations:

☐ Checkout date booked:

☐ Approved by
Manager Student Life
Services for medical/
wellbeing and
compassionate
reason applications

Departing Flatmate/Roommate

(Required for all 3 bed, 5 bed, and twin share residents)

Departing Flatmate / Roommate Name: _____

Apartment / Room Number: _____

To be signed by the flat/roommates of the departing resident

We agree that:

- Apartment damage has been assessed and that any damaged inflicted by the departing tenant has been communicated to Accommodation Staff.
- We have discussed and agreed upon payment for all shared bills.

Signed and dated by all remaining residents:

_____	_____	_____
(Residents Name)	(Signature)	(Date)
_____	_____	_____
(Residents Name)	(Signature)	(Date)
_____	_____	_____
(Residents Name)	(Signature)	(Date)
_____	_____	_____
(Residents Name)	(Signature)	(Date)