

Rent rebates and compensation policy

We are committed to providing a high level of customer service. We work hard to ensure an excellent experience for all of our residents and are continuing to develop and improve our services.

With the number of residents living with us, it is inevitable that from time to time maintenance issues and complaints will arise in our accommodation. To ensure we are able to respond to these issues as quickly as possible, please follow the [Residential Complaints procedure](#).

If you have a maintenance issue please make sure you have first submitted a [maintenance form](#).

This complaints and feedback procedure relates to all residential properties owned or managed by the University.

Rent rebates

Where issues with buildings and facilities have occurred and we have been informed, we will make every effort to provide a reasonable alternative, as outlined in the [Terms and Conditions of Residence](#). If no reasonable alternative can be offered then a rent rebate may be paid.

Complaints requesting a rent rebate must be made through the [Residential Complaints Procedure](#) using the [residential student complaint form](#). The form must be submitted within 30 days of the incident or issue being resolved.

A rent rebate will not be paid where suitable alternative provision has been provided or if complaints are not received as detailed

in the paragraph above. Suitable alternative provision can include an alternative room, and/or access to facilities within a reasonable distance and/or temporary fittings such as heaters.

Appeals against the decision made regarding rent rebates should follow the Residential Complaints Procedure.

The table should be treated as a guideline only and represents the maximum rent reduction that may be offered. A rent rebate will only be considered if the facilities are not available for a significant period of time, generally determined as 5 days, and if no suitable alternative provision has been provided.

Service/area	Where residents suffer the <u>complete</u> loss or use of their facilities and no alternative provision is made maximum rent reductions will be:	Where residents suffer a lack of service facilities and no alternative provision is made maximum rent reductions will be:
Kitchen facilities	20%	
Bathroom/ toilet facilities	20%	
Heating (during periods where the heating system is on across all areas)*		15%
Hot water		15%
Heating and hot water		20%

* This refers to when the heating system is scheduled to be running based on the University's building management system.

Rent reductions will be calculated based on the contracted weekly rent. The reduction will be applied to the period without provision of services and facilities by the number of days affected.

A rent rebate may also be offered on an individual basis where there have been specific failings from the delivery of services or building failures. These are exceptional cases that will be considered following a timely submission through the Residential Complaints Procedure. Any rent rebate would be credited directly to the individuals' accommodation account.

Further information

If you have any questions regarding this policy please contact the Accommodation Team directly at accommodation@le.ac.uk or alternatively in person at either The Village Reception (**John Foster Hall, Manor Rd, Oadby, Leicester, LE2 2LG**) or The City Reception (**Freemen's Common, 161 Welford Road, Leicester, LE2 6BF**).

If you require additional support during your time at university or during your stay in residences you can contact the University's Student Support Service to access the Student Welfare Service, Counselling and Wellbeing or the AccessAbility Centre. Details for all these services are available at le.ac.uk/wellbeing.

The Advice Service in the Students' Union will also be able to provide help with your complaint. They can be contacted in the Percy Gee Building; or by telephone on **0116 223 1132**; or by email at advice@le.ac.uk. Note that the Advice Service cannot complete this form on your behalf.

For further information on accessing support provided by Leicester Students' Union please visit <https://www.leicesterunion.com/support/>.