

SOUTHERN HOUSING (MIDDLESEX FIRST LIMITED)

YOUR RIGHTS: CANCELLATIONS AND REFUNDS 2026/27

This guide explains your rights if you need to cancel your accommodation or request a refund. It sets out when you may be able to end your tenancy agreement, what evidence you may need to provide, and when any rent paid in advance may be refunded. Please read it carefully before signing your agreement and contact your accommodation team if you are unsure about anything.

1) Cooling-off period

- a. If you have not yet checked into your accommodation, you have a 7-day cooling-off period from the date you signed your tenancy agreement. During this time, you can cancel your agreement.
- b. If you cancel within the cooling-off period, your responsibility under the tenancy agreement will end. Southern Housing may keep all or part of any payment made towards your first week's rent if a replacement resident is not found before your original tenancy start date.

2) If you cannot get a visa

- a. If you are an international student and signed your tenancy agreement on or before 17 August 2026, you can cancel your tenancy if you are unable to get a visa to study in the United Kingdom after making reasonable efforts to obtain one.
- b. If your tenancy starts on 14 September 2026, you must tell your Southern Housing accommodation team in writing by emailing apply.platthall@southernhousing.org.uk by 17 August 2026 if you want to cancel for this reason.
- c. If your tenancy starts before 14 September 2026, you must tell your Southern Housing accommodation team in writing by emailing apply.platthall@southernhousing.org.uk at least 28 days before your tenancy start date if you want to cancel for this reason.
- d. You must provide evidence that your visa application was unsuccessful when you contact your accommodation team. Your accommodation team will review and verify this evidence.
- e. Evidence may include, but is not limited to:
 - i. An email from the visa issuing office.
- f. Once your evidence has been verified, your tenancy agreement will be ended. If you have paid one week's rent in advance, this will be refunded.

3) If your university place is withdrawn

- a. If you are in your first year of study and signed your tenancy agreement on or before 17 August 2026, you can cancel your tenancy agreement if your university place is withdrawn.
- b. If your tenancy starts on 14 September 2026, you must tell your Southern Housing accommodation team in writing by emailing apply.platthall@southernhousing.org.uk by 17 August 2026 if you want to cancel for this reason.
- c. If your tenancy starts before 14 September 2026, you must tell your Southern Housing accommodation team in writing by emailing apply.platthall@southernhousing.org.uk at least 28 days before your tenancy start date if you want to cancel for this reason.
- d. You must provide evidence from UCAS showing that your university place has been withdrawn when you contact your accommodation team. Your accommodation team will review and verify this evidence.
- e. Once your evidence has been verified, your tenancy agreement will be ended. If you have paid one week's rent in advance, this will be refunded.

4) Replacement tenants

- a. If you want to cancel your tenancy agreement outside the reasons above, you can look for another eligible student to take over the remaining term of your agreement.
- b. The replacement student cannot already have signed an agreement with Southern Housing for the 2026/27 academic year.
- c. Any special rates or discounts on your original agreement will not transfer to the incoming student.
- d. The incoming student will be offered the available rate at the time they submit their application.
- e. A tenancy agreement can only be transferred once. For example, it can move from resident A to resident B, but not from resident A to resident B and then to resident C. Further transfer requests will not be considered.
- f. The replacement person must be an eligible student and must apply online through the booking portal.
- g. Southern Housing will release you from your tenancy agreement once the replacement student has completed the sign-up process. This includes, but is not limited to:

- i. The replacement student has provided guarantor details, if needed.
- ii. The replacement student has completed a right to rent in the UK check, if needed.
- iii. You have paid any outstanding rent up to the date your tenancy ends.
- iv. The replacement student has paid any rent due for their period of occupation.
- v. The replacement student has signed their tenancy agreement and checked into the accommodation.
- vi. You are responsible for finding a replacement student, but Southern Housing will help where possible.

5) When Southern Housing may cancel an application

- a. Southern Housing may cancel your application if a room has been assigned to you, but you do not complete the required steps within the time given.
- b. Southern Housing may cancel duplicate applications or applications made for more than one location.
- c. Southern Housing may also cancel an online application if there are still actions for you to complete. This includes, but is not limited to:
 - i. Completing right to rent checks.
 - ii. Making any outstanding payments.
 - iii. Submitting and confirming guarantor details.

6) Contacting Southern Housing

- a. If you want to cancel your accommodation, request a refund, or ask a question about your options, please contact your Southern Housing accommodation team by emailing apply.platthall@southernhousing.org.uk as soon as possible so we can explain the next steps.