

TENANT REPLACEMENT PROCESS

STEP 1 Tenancy Takeover Terms & Conditions

Our terms and conditions for the existing tenancy who wishes to go through a tenancy takeover are:

- The replacement option is only available for academic year bookings of 16 weeks or greater
- You are able to use the replacement services only within the permitted period starting one month after your Tenancy Start Date and two months before your Tenancy End Date
- An existing iQ residents cannot be used as legitimate replacement for your room
- You must settle any rental arrears prior to iQ starting the replacement process
- An amount equal to your Booking fee (if you have paid a booking Fee) or one weeks rent (if you have not paid a booking fee) will be taken as a cancellation fee. In addition, if you have occupied the room, you will also be charged to cover the costs preparing the room for the replacement tenant
- All tenancies commence and end on Saturday, however there must be one business day between you moving out and the replacement moving in to allow for the turnover of the the room. The relevant site team will confirm the official release date from your contractual obligations under the Tenancy Agreement
- You are liable for all rent due until the date of the replacement tenant' contract start date. You will be released from contractual obligations set out in the Tenancy Agreement. Once the replacement has signed their tenancy agreement and paid any rent due, any overpaid rent money (less the cancellation fee and any costs to prepare the room) will be refunded to you within 28 days.

STEP 2 Replacement Form

Once you have found your replacement, you will need to email your site team confirming the following details:

ABOUT YOU:

- Your room number
- Agreed replacement contract start and end date (must be Saturday)

ABOUT THE REPLACEMENT:

- Title
- First name
- Surname
- Date of birth
- University
- Course studying
- Year of study (post grad, under grad etc)
- Email address
- Phone number

Allow 5 working days for our team to create the new booking and contact the replacement.

STEP 3 Contract and Payment

Once we've created the new booking, we will contact you and your replacement. They will need to follow the provided instruction and complete the booking journey, accept the contract and make full payment.

Key points:

- As part of the booking journey, they will need to pay a booking fee, which will be allocated towards the rent payment

STEP 4 Check In

The original tenant is liable for the full length of the contract until the replacement has completed the booking, made the payment, and collected the keys.

The original tenants rent refund (if required) can take up to 28 days to be processed.