**Residential Services Area**

**Rent Rebates Policy**

**Rent Rebates**

Rent is paid for the use of buildings and the provision of services. If part of the building or the services are out of action for a significant period of time, (more than the minimum response time for a particular maintenance matter), you have exhausted the Residential Escalation Process and no reasonable alternative can be made, then rent rebate may be applied. The escalation process and the maintenance response times are available on the [Sussex Estates and Facilities website](http://www.sussex.ac.uk/sef/services/residences).

Complaints requesting a rent rebate must be made **after the maintenance issue has been resolved** and within 30 days of that time.

Examples of a suitable alternative:

* An alternative accommodation offer
* The use of alternative facilities (showers, toilets, kitchen equipment etc).
* Portable heaters

If you are offered to move to an alternative accommodation, the rent rebate will be calculated until the day of the move. If you decide not to accept such offer, your eligibility for rent rebate will stop on the day the offer was made to you.

If your flat has more than one kitchen or bathroom and these facilities are in working order, they will be considered as an alternative available to you (excluding ensuite bathrooms).

Rent rebates are not paid for alleged disturbances due to traffic noise, building work noise etc.

The following recommendations should be treated as guidelines only and shall, (where percentages are quoted), represent the **maximum** rent reduction that may be offered

Rent reductions may be offered in 2 circumstances:

1. Where the tenants suffer the loss or use of part of their home and **no** alternative provision is made maximum rent reductions should be:

 (a) 20% for the **complete loss** of all bathroom/WC facilities.

 (b) 20% for the **complete loss** of all kitchen facilities.

2. Where the tenants suffer lack of facilities, maximum rent reductions (based on the daily rate for your accommodation) should be:

 (a) Heating - 10% of the net rent

 (b) Hot Water - 10% of the net rent

 (c) Heating &

 Hot Water - 20% of the net rent

 (d) Roof Leaks - dependant upon the severity of the leak.

 (e) Damp - again dependant upon the severity.

The rent rebate calculation will start from the first day after the guideline response time for the particular type of incident e.g. Priority 1, 2 or 3.

Example: Loss of hot water for 5 days – rent rebate will be calculated for days 4 and 5.

The level of the rebate will depend on the alternative facility provided. Please refer to the [SEF residences pages](http://www.sussex.ac.uk/sef/services/residences) for more information on maintenance priorities and response times.