



DEPOSIT REFUND REQUEST FORM

Fecha de entrega en el CSI:	ImporteDev:
ComprobaCta:	
FechaPasoConta:	ObsCSI:
FechaRecogChe:	

(Do not complete – to be completed by the CSI)

Name/Surname(s) of owner: _____

Telephone Number: _____ Date of departure from flat: _____

DECLARES

That the student (name and surname(s) in BLOCK CAPITALS):

1 _____ TEL.: _____

who lived in the flat at:

(address of flat)

is up to date on all payments and has left the flat in good condition.

I therefore *(select the appropriate response)*

- AUTHORISE** the University of Alicante Language Centre to refund the deposit paid by the student.
- DO NOT AUTHORISE** a complete refund of the deposit. The refund given will be € _____

Where a full refund is not authorised, an explanation for this must be given

The amount withheld has been agreed with the student	<input type="checkbox"/> YES	<input type="checkbox"/> NO
The CIS Accommodation Service has been informed	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Part of the deposit has been withheld due to:		
Important: if the amount withheld reflects expenses paid by the owner, the original official receipt must be included.		
Where the amount withheld is to be paid to the owner, please indicate the number of the bank account into which this amount must be paid: _____		
Account Holder's Name: _____		

Fdo : _____ Fecha: _____

INSTRUCTIONS FOR REFUND OF DEPOSIT

INSTRUCTIONS FOR STUDENTS

- The Deposit Refund Request Form must be completed, signed by the owner and handed in at the following address at least 7 days before vacating the flat: Secretaría del Centro Superior de Idiomas, Edif. German Bernacer, Campus de San Vicente.
- Request Forms with words crossed out or corrected will not be accepted.
- Cheques can be collected from the Language Centre Secretarial Office on Tuesdays and Thursdays between 9:00 am and 2 pm.
- Deposits can only be refunded via bank transfer in the following circumstances:
 - Impossibility, for justifiable causes, of collecting a cheque.
 - Presentation of the form with insufficient time to collect the cheque before departure.
- The deposit will be refunded by bank transfer within a maximum of 3 months. In this case, 25% of the deposit will be retained to cover administrative costs.
- If the deposit is to be refunded by bank transfer, the student is responsible for presenting his or her complete bank details at the Language Centre's Secretarial Office:
Complete name of the payee; Payee's Address
Payee's country of residence, IBAN, SWIFT, Name of Bank, Bank Address; Bank country
- Entitlement to a refund of the deposit expires 3 months after vacating the accommodation.

INSTRUCTIONS FOR OWNERS

Cancelation of authorisation to refund the deposit

- If, after having signed the present declaration, the owner detects any circumstances affecting refund of the deposit, it is his or her responsibility to communicate this to the Language Centre.
- Such communication **MUST** be made in writing, by email, fax, or letter delivered by hand to our offices. Delivery via the postal service is expressly excluded.

Claims made by the owner

- The owner and the student agree to settle any claim prior to refund of the deposit.
- Where such agreement is not reached, or outstanding debts exist, the owner must be able to provide proof of said debts or the grounds for any claims.
- Payment of the amount claimed will only be made after the CSI has studied the corresponding documents. Payment will **ONLY** be made via bank transfer using the bank account details provided by the owner.

ENCUESTAS ESTUDIANTES CALIDAD DE ALOJAMIENTO

STUDENTS' SURVEY – ACCOMMODATION QUALITY

Esta encuesta tiene como finalidad poder conocer mejor vuestros gustos y opiniones. Estos datos pasaran a formar parte de unos estudios estadísticos y de este modo poder mejorar nuestra calidad de servicio. Muchas gracias por su colaboración.

*The aim of this questionnaire is to find out your preferences and opinions. The information will be assessed in order to improve the quality of our service.
Thank you very much your cooperation.*

Nacionalidad: / *Nationality*: _____ Edad: / *Age*: _____ Sexo: / *Sex*:
 Chico / *Male* Chica / *Female*

Dirección del piso: / *Address of the flat*: _____

Nº: / *Number*: _____ Planta: / *Floor*: _____ Letra: / *Letter*: _____

Nº de habitaciones: / *Number of rooms*: _____

Nombre del propietario / *Owner's name*: _____

Periodo estancia: / *Stay*: 1er Cuatrimestre / *1st Term* 2nd Cuatrimestre / *2nd Term*

Verano / *Summer* Otro / *Other* _____ Año / *Year*: 201__

A) EL EDIFICIO Y SU ENTORNO / *THE BUILDING AND SURROUNDINGS*

I. Entorno/ Edificio: / *Surroundings/building*:

1. El edificio tenía ascensor: Sí No
 1. *The building had a lift*: Yes No

2. Era accesible para minusválidos Sí No
 2. *Were there facilities for disabled?* Yes No

3. Su estado de conservación era: Muy bueno Bueno Aceptable Malo
 3. *The overall state of the building was*: Very good Good Acceptable Bad

II. Piso / *Flat*

1. ¿Cuántos dormitorios hay en el piso? 2 3 4 5 Más de 5
 1. *How many bedrooms were there in the flat?* 2 3 4 5 More than 5

2. Estado del dormitorio era: Muy bueno Bueno Aceptable Malo
 2. *The state of the bedroom was*: Very good Good Acceptable Bad

3. La luz del piso le pareció: Abundante Normal Escasa
 3. *Sunlight in the flat was*: Very bright Normal Poor

4. ¿Cuántas personas convivían habitualmente en el piso? Éramos _____, de los cuales _____ eran miembros de la familia y _____ otros estudiantes universitarios alojados.
 4. *How many people were living in the flat?* _____. _____ were members of the family and _____ were other university students lodgers.

5. ¿Había otras personas no-universitarias alojadas? No Sí
 5. *Were there other non-university student lodgers?* Yes No

B) INSTALACIONES Y MOBILIARIO / *FACILITIES AND FURNITURE*

1. El piso tenía:

1. *The flat was equipped with:*

- Calefacción Teléfono Internet Aire AC Cerraduras en habitación
 Central heating *Telephone* *Internet* *Air conditioning* *Locks in every room*

2. ¿Disponías de un armario para tus cosas?_ Sí No

2. *Have you got a wardrobe?* *Yes* *No*

3. El mobiliario te pareció: Muy bueno Bueno Aceptable Malo

3. *The furniture was:* *Very good* *Good* *Acceptable* *Bad*

4. El dormitorio ¿reunía los requisitos mínimos para estudiar (escritorio, lámpara, espacio, etc.)? Sí No

4. *Did your bedroom fulfill the minimum requirements to study (desk, lamp, space, etc.)?* *Yes* *No*

5. En tu opinión, ¿que faltaba en el piso/en el dormitorio? _____

5. *In your opinion, what did your flat/room lack?* _____

C) SERVICIOS / *SERVICES*

Comida / *Food*

1. ¿Surgió algún problema con la comida? No Sí

1. *Was there any problem with the food?* *No* *Yes*

¿Cuál? _____

Which one? _____

2. En relación cantidad/calidad ¿cómo la valorarías? Muy buena Buena Aceptable Mala

2. *Regarding the quantity/quality, what is your opinion?* *Very good* *Good* *Acceptable* *Bad*

Limpieza / *Cleaning*

3. ¿Surgió algún problema con la limpieza? No Sí

3. *Was there any problem with the cleaning?* *No* *Yes*

De la ropa / *Laundry* No / *No* Sí / *Yes*

De la habitación / *Room* No / *No* Sí / *Yes*

De la casa en general / *Flat* No / *No* Sí / *Yes*

Servicio Alojamiento / *Accommodation Service*

4. En caso de haber tenido dudas y/o incidencias durante tu estancia, el servicio de alojamiento de CSI las resolvió:

4. *In case that you have got doubts or problems during your stay, the Accommodation Service at CSI solved them:*

Muy bien Bien Aceptable Mal

Very good *Good* *Acceptable* *Bad*

5. En general, el servicio de alojamiento ha sido:

5. *Generally, the Accommodation Service has been:*

Muy bueno Bueno Aceptable Malo

Very good *Good* *Acceptable* *Bad*

D) CONVIVENCIA / LIVING TOGETHER

1. Fui aceptada por todos los miembros de la familia Sí No

1. *I was accepted by all family members* Yes No

¿Quién no me aceptó? *Who did not accept me?* _____

2. La predisposición de contestar mis preguntas, ayudarme en mi proceso de adaptación y explicarme la vida cotidiana española era:

2. *The willingness to answer my questions, to help me to adapt to Spanish lifestyle was:*

Muy bueno Bueno Aceptable Casi inexistente Inexistente
 Very good *Good* *Acceptable* *Almost non-existent* *Absent*

3. Las conversaciones con los miembros de la familia eran:

3. *My conversations with the family were:*

Muy frecuentes Frecuentes Esporádicas Escasas
 Very frequent *Frequent* *Occasional* *Rare*

4. La familia me ofrecía la posibilidad de participar en sus actividades de ocio Sí No

4. *The family allowed me to join in with their leisure activities* Yes No

5. Mi horario era compatible con el de la familia Sí No

5. *Your schedule was compatible with the one of the family* Yes No

En caso negativo, ¿cuáles eran las causas y/ o consecuencias?

If the answer is no, what were the reasons and/or consequences for this?

Tenía que prepararme habitualmente: la comida ; la cena
 I usually had to prepare my own: lunch , *dinner*

Había problemas a la hora de utilizar el baño por las mañanas y/ o la noche
 There were problems in the morning and/or at night with sharing the bathroom

Estaba solo/ a frecuentemente sin saber cómo contactar con la familia
 I was often left alone without knowing how to contact the family

Comía frecuentemente solo/ a ¿Cuándo? al medio día por la noche
 I often ate alone. When? *lunch time* *dinner time*

6. En términos generales consideras que el trato de la familia era :

6. *Generally how would you consider the owner's treatment?*

Muy bueno Bueno Aceptable Regular Malo
 Very good *Good* *Acceptable* *Poor* *Bad*

Si quieres hacer algún comentario que nos puede ser útil para asignar en el futuro otros estudiantes a tu familia de acogida/piso compartido, utiliza este espacio:

If you want to make any other comments that you think we will find useful for assigning future students to the family/flat that you lived with, please use this space: