**Fob Refund/Return Form**

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| --- | --- | --- | --- |
| **Refund information** |  |  |  |
| Refunds will only be given to tenants who have paid a £5.00 deposit for their access fob. Any refunds given will be issued by bank transfer, on the condition that the returned fob/s both belong to you or your household and are returned in a re-usable condition |
|  |  |  |  |
| **Personal details** |  |  |  |
|  Name |   | Application date |   |
| Address and postcode |   |
| Landline number |   | Mobile number |   |
| Email address |   |
|  |  |  |  |
| **Bank account details (for tenants only)** |  |  |
| Bank Name |   | Account name |   |
| Account number |   | Sort Code |   |
|  |  |  |  |
| **Please provide the name and contact details of your landlord or agent (for tenants only).**  |
| Landlord Name |   |
| Landlords address and postcode |   |
| Landlord Tel. number |   |
| Landlord email address |   |
|  |  |  |  |
| **Please circle the reason for returning your fob so that our records can be updated accordingly** |
| Moving home / no longer require clubhouse access / relinquishing access rights so that tenants or landlord can gain access |
| **DPML staff use only** |
|  |  | Staff initials | Date completed |
| Open Net2 events and swipe the fob against the reception fob reader |   |   |
| Check that the fob is in working order |   |   |
| Check that the fob is registered to the resident applying for a refund/returning the fob. (If the resident states that the retuned fob belongs to a deceased resident always accept the fob and let the Head of Office services process the refund application, as the Net2 profile may have already been deleted in this case only) |   |   |
| Place the fob/s in an envelope with the resident’s details written on |   |   |
| Staple the envelope containing the fob/s to the reverse of this form |   |   |
|  |  |  |  |
| **For the Head of Office Services or other authorised member of staff** |
|  |  | Staff initials | Date completed |
| Cross check Net2 and resident database to ensure details match the refund/return form. (In the case of a deceased resident check for a change of details form in the Fob folder, as the Net2 profile may have already been deleted) |   |   |
| Update resident contact details if different to those held on database (after verification has been carried out) |   |   |
| Ensure all data is superseded and not deleted in line with DPML data protection Policy |   |   |
| Open Net2 and finder user profile page |   |   |
| Disable the current tokens for the user by setting access rights to "No Access"  |   |   |
| Delete the fob from the user profile page in Net2 |   |   |
| If the resident is moving off the park delete their Net2 record |   |   |
| Open the events page and ensure the when swiped the fob shows "Access denied" |   |   |
| Return the fob to the Office supply for re-use |   |   |
|  |  |  |  |
| **All Refund/Return checks have been completed. Resident can now be issued a refund** |
| Signed Head of Office Services/Trustee |   | Date |   |
|  |  |  |  |
| Total Refund due for all fobs: |   |  |  |
|  |  |  |  |
| Refunded by (Trustee name): |   | Date: |   |
|  |  |  |  |
| Resident informed that refund has been given by Head of Office Services on (date): |   |   |
|  |  |  |  |