**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| Ensure all data is superseded and not deleted in line with DPML data protection Policy | |  |  |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): | |  |  |
|  |  |  |  |