



# Fob Refund/Return Form

## 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

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 returned 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

Staff initials	Date completed

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Ensure all data is superseded and not deleted in line with DPML data protection Policy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

\_\_\_\_\_