

ResLife will ensure that all resident students are supported on their university journey. Staff will reach out when they become aware that a resident is in financial difficulty and will offer advice and assistance.

SECTION 1: Information about payment options for accommodation fees

When offered accommodation, a student can select their preferred payment options.

Options include paying:

- By **Card** with upfront payments
- By **Recurring Card** (various instalments to choose from) with an upfront payment when accepting offer.
- **Direct Debit** (three instalments) with a £300 payment when accepting offer.
- Transfer Mate or Flywire (for international payments).

* International fully funded students can bypass the payment option completely.

Students should make sure they have an adult bank account suitable for using the Direct Debit method of payment. Once a Direct Debit or Recurring Card Payment method is set up no further payments are necessary, making an additional payment may result in two payments being made and staff will have to arrange a refund.

SECTION 2: Admin charges - and how to avoid them

Direct Debit

- If unsuitable bank details are provided a £45 administration fee will be incurred.
- If a Direct Debit payment fails on the agreed payment date(s) and payment is not received within seven days a £45 administration fee will be incurred.

Recurring Card

If a Recurring Card payment fails:

- The student will be notified of the failure
- A second attempt to take payment will be made five days later
- If there is a further payment failure and payment is not received within 48 hours a £45 administration fee will be incurred.

SECTION 3: Other charges

Residency Reference – £10

ResLife are happy to provide you with a reference if required for off campus accommodation. We are unable to issue a reference to any resident who is in accommodation debt.

Room transfer Request – £25

If you wish to transfer to another room, we are happy to assist where possible.

Early departure from your university accommodation contract

If at any time during the contracted period, a resident is released from their accommodation, the resident will be required to pay a contract cancellation charge equivalent to 4 weeks accommodation fees. Full information is available in section 3.8 of the T&Cs of the accommodation contract (link to be provided).

SECTION 4: What if I owe money for accommodation fees?

Step 1

Accommodation Fees due date - Payment not received.

Step 2

Courtesy call and email to resident giving additional grace period to make payment.

Step 3

Finance Interview if full payment is not made as outlined in step 2 (above) the resident is charged a £45 fee for overdue payment and required to attend a finance interview.

Step 4

If the resident fails to attend the finance interview a £10 fee will be levied.

Step 5

If the resident fails to attend the Finance interview and does not make payment within seven days then a Notice to Quit is issued giving the resident 28 days to either pay, enter into a formal repayment agreement, or vacate the property.

For those who have attended the Finance interview and failed to meet the agreed plan within seven days a Notice to Quit will be issued giving the resident 28 days to either pay, enter into a formal repayment agreement, or vacate the property.

Step 6

28 Days after the Notice to Quit is issued if payment has not been made the resident will be required to vacate the accommodation. The full contracted debt (including any administration fees) will be referred to a *** Debt collection agency**.

Further information on Notice to Quit (NTQs)

If a Notice to Quit takes place in Semester one the resident will be asked to pay the balance of semester one fees and charges in full and sign agreement to pay semester two fees in advance prior to commencement of semester two. If a Notice to Quit takes place in Semester two the resident will be asked to pay all outstanding accommodation fees and charges.

Further information on Debt Collection Agency

Any debt referred to debt collection agency will automatically incur additional costs (7.5 – 11%). Additional associated costs with the referral may also be incurred e.g., administrative charges, trace fees, court fees etc. This may also affect your credit status.

Please note that students with outstanding accommodation debt will be prohibited from residing in university accommodation in future years.