

ResLife will ensure that all resident students are supported in their university journey. When staff become aware a student is in financial difficulty ResLife along with our Student Wellbeing colleagues will offer advice and assistance by making you aware of all support services and funding available from within the university and the local community.

SECTION 1: Information about payment options for accommodation fees

When offered accommodation, you can select your preferred payment plan. Options include paying:

1. By **card** with upfront payments.
2. By **recurring card** (various instalments to choose from) with an upfront payment when accepting offer.
3. **Direct Debit** (three instalments) with a £300 payment when accepting offer.
4. TransferMate (for International payments).

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

**First semester students will be required to pay an additional 10% premium.*

TOP TIPS!

If you choose to pay by **Recurring Card or Direct Debit**, you provide your card/account details. Payments are lifted from your card/account *automatically* on the agreed dates. **Please don't pay online in advance of your agreed dates.**

Why? It's for your benefit as you could end up paying twice, waiting on a refund and if you have insufficient money on your agreed payment date this could result in charges by your bank and us if your payment fails.

SECTION 2: Admin charges - and how to avoid them

If you provide us with details of a bank account that is unsuitable for setting up a Direct Debit you will incur a £45 admin charge.

If your payment fails on the agreed payment date(s)

Direct Debit - £45 admin charge if your payment fails on the pre-agreed payment date and we don't receive the payment amount within a 7-day grace period.

If a Recurring Card payment fails on the pre-agreed payment date, we will notify you and automatically try 5 days later. If it fails on the second attempt and we don't receive the payment amount within a further 48hour grace period.

If your payment fails, you will be notified of the charge and given 7 days to pay before further charges are added. See section 4.

SECTION 3: Other charges

Residency Reference – £10

ResLife are happy to provide you with a reference if required for off campus accommodation. Sorry 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 move to another room, we are happy to assist where possible. The admin fee covers cleaning and associated administration to process the room transfer.

Early departure from your university accommodation contract.

If at any time during the contracted period, a resident is released from their accommodation contract early, 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***.

Standardised cleaning and maintenance charges

ulster.ac.uk/__data/assets/pdf_file/0008/255275/50264UCHARGING-LISTSTANDARD-MAINTENANCE32019.pdf

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

If a resident fails to pay accommodation fees on the agreed date, ResLife will take the following steps:

Step 1

Accommodation Fees due date - Payment not received.

Step 2

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

Step 3

Reminder Email issued advising resident fees are overdue, confirming payment amount (including admin charges) and requesting full payment within set timeframe.

Step 4

Finance Interview if full payment is not made as outlined in step 3 (above) the resident is charged a £45 fee for late payment and required to attend a finance interview.

Step 5

If the **resident failed to attend interview or address the outstanding fees as agreed at interview**, then he/she has 7 days to resolve the matter. £10 charge if step 5 is required.

Step 6

Notice to Quit issued giving resident 28 days to either pay, enter into a formal repayment agreement or vacate the property.

Step 7

28 Days after Notice to Quit issued if payment has not been made student required to vacate accommodation. The full contracted debt (including any admin charges) is referred to a ***Debt collection agency**.

Further information on Notice to Quit (NTQs)

If Notice to Quit takes place in Semester one, the resident will be asked to pay full balance of semester one fees and charges in full and sign agreement to pay full semester two fees in advance before the start of semester two.

If 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 – 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.