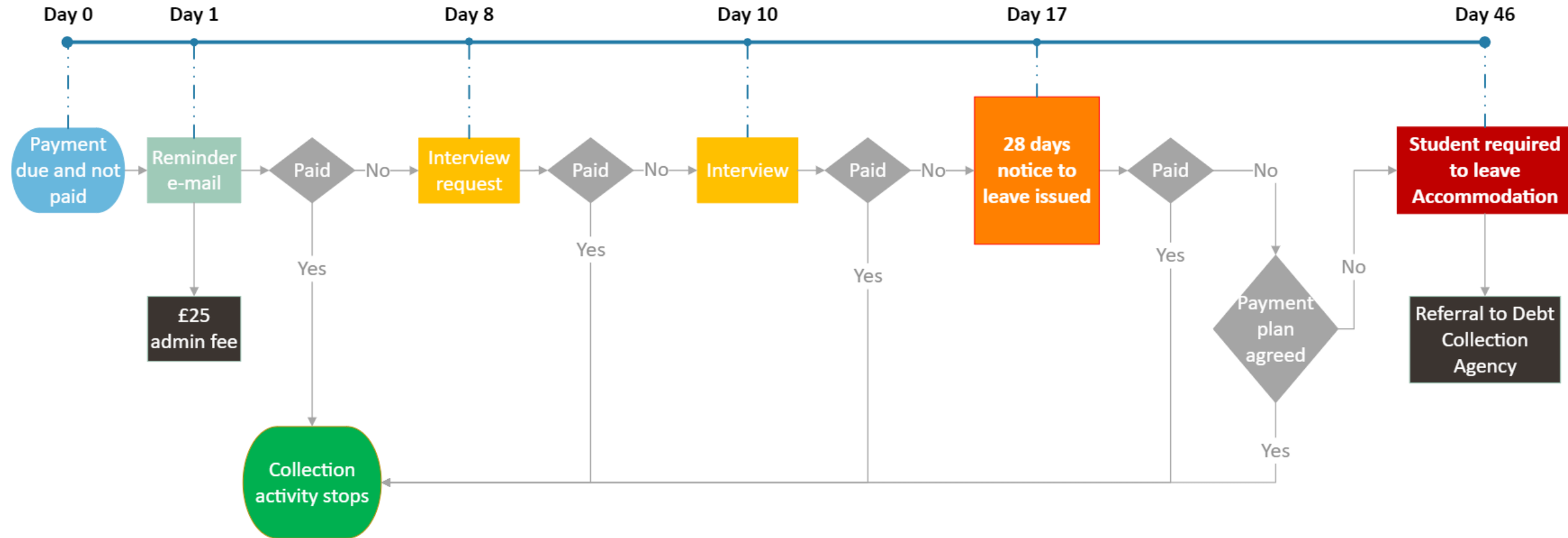


2024/25 Accommodation Debt Mgt Procedure



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- **Day 1- Reminder e-mail sent** instructing resident that the payment is overdue and should be paid within 7 days. A £25 administrative charge will be added to the student's account .
- **Day 8 - Interview e-mail sent.** If the payment remains outstanding the resident is required to attend a debt interview, normally within 2 working days of this email date, with the Residential Fees and Accommodation staff.
- **cDay10 - Date of Proposed Interview.** If the resident fails to attend interview or pay the outstanding fees, then they will receive a final e-mail notifying them of 7 days to resolve the matter by making the required payment.
- **cDay 17 – If fees still outstanding, e-mail and letter setting out notice to leave accommodation 28 days from date of this email/letter.** This position can be resolved by paying the outstanding fees. If full payment is not possible, and at the discretion of Senior Accommodation management, a bespoke payment plan may be agreed upon. A guarantor may be required before the payment plan can be entered in to. At least 50% of the outstanding debt will be required to be paid before a plan can be entered in to. The final payment date of any payment plan will be no later than 28 days before the end of the Accommodation contract. If any payment in the plan is missed, the notice to leave within 28 days will immediately be reissued, and only full payment of all accommodation fees for the full contract will allow the student to remain.
- **cDay46 - The student is required to vacate accommodation if payment has not been received (or a repayment plan agreed)** 29 Days after e-mail/letter to vacate accommodation was issued. The debt, plus the full unpaid remaining contracted accommodation charge (including any additional penalties), is due and will be referred to a debt collection agency who will become responsible for all communications and negotiations. Debtors referred to debt collection agency will also automatically incur additional costs (7 – 11% of referred debt). Additional associated costs with the referral may also be incurred e.g. administrative charges, trace fees, court fees etc. Residents whose debt is referred to the debt collection agency will be pursued for the full unpaid remaining contracted accommodation charge as they will have defaulted on their entitlement to a bespoke payment plan.