

Joint Finance and RHS arrears recovery procedure

1. Purpose

This procedure gives staff and students the process on how arrears of accommodation fees are recovered. It highlights the result of non-payment and where the circumstances by which a Notice to Quit could be served for of non-payment and how this can be avoided.

2. Definitions / Descriptions

AO – Accommodation Office

HAS – Head of Accommodation Services

RL Residential Life

3. Scope

This procedure affects residences staff and students living in our residences.

It covers students on standard University of Bristol tenancies with instalment dates around 24th October, 24th January, 24th April.

This procedure does not affect student rights or responsibilities with regard to their accommodation fees and security of tenure as set out by any relevant legislation.

4. Procedure

Background information

A student with outstanding accommodation and/or tuition or accommodation fees will receive automatically generated emails from the Finance Team:

Email stages	Alert dates
Stage 1	Payment due date + 14 days
Stage 2 – if no payment/arrangement made	Payment due date + 28 days
Stage 3 – if no payment/arrangement made	Payment due date + 35 days
Stage 4 – if no payment/arrangement made	Payment due date + 42 days

The arrears procedure starts after the Stage 2 email. It enforces the University of Bristol Residence Conditions:

“If you fail to pay any instalment of Accommodation Fees due to us under this Contract for more than 28 days after it falls due to be paid (whether you have been supplied with an invoice or not), then we may give you 28

days' notice to leave the Accommodation. At the end of 28 days you must leave the Accommodation. If you fail to leave we may use all lawful means to remove you."

Accommodation fees recovery procedure

Please see also flowchart at Annex 3

Finance actions:

1. Within 3 days of the Stage 2 email Finance will share with the Head of Accommodation Services a list of students with accommodation fees overdue by 28 days or more. The list will:
 - Exclude students with only JCR or insurance payments outstanding
 - Exclude students whose accounts are awaiting an amendment
 - Include students who have failed to meet an amended payment instalment plan to pay off debt.
2. Within 3 working days of the Stage 4 email Finance will share with the Head of Accommodation Services a list of students whose accommodation fees are still in arrears without an agreed payment plan.

Accommodation Office actions:

1. Upon receipt of the Stage 2 list the AO will share a list of "their" debtors with each of the Village residential life Deputy Heads and with the AO undergraduates officer
2. The AO undergraduates officer will notify the HAS within 5 working days of any who should not be sent a notice by reason of very serious ill health, disability or other serious welfare issue.
3. On receipt of information about senior residents and students with special circumstances from Residential Life and the Undergraduates Officer the HAS will inform Finance of any students who will not be subject to the normal AO recovery procedure, with brief reasons. It will be for Finance to decide whether to pursue their normal recovery procedures.
4. On receipt of the Stage 4 list the HAS will send the students a Notice to Quit by reason of accommodation fee arrears sharing a list of the students so served with the Deputy Heads of Residential Life
5. At the end of the 28 day notice period the AO will contact Finance to check whether any students are still in arrears without an agreed payment plan
6. A final attempt to recover the accommodation arrears will be made by emailing/telephoning the student and contacting the student's Residential Life team. The AO will refer any students still in arrears without good reason or who have not set up an acceptable payment plan, as defined by the student fees office, to the Director of Residential Services to consider initiating Court action to evict the student(s)
7. Where it is decided to proceed with possession the student(s)' details will be passed to the secretary's office. A money judgement for court costs against the student will be requested.

Residential Life actions:

1. On receipt of the accommodation fees arrears list Residential Life staff will:
2. Identify any chief/senior residents who are in arrears and notify the HAS within 5 working days. Performance of chief/senior resident duties is dependent upon the student living in the residence therefore recovery by the AO is not appropriate. Instead these students will be referred to the Head of Residential Life for the village who will interview them individually and ensure that their account is brought up to date or serve notice on their senior resident appointment concurrent with a Notice to Quit from the AO.

3. Identify any students who should not be sent a notice by reason of very serious ill health, disability or other serious welfare issue. And notify the HAS, with brief reasons, within 5 working days
4. Residential Life will be make contact with all students in arrears informally within 28 days to support them in making appropriate payment arrangements and to identify any pastoral issues.

5. Responsibility for this procedure

Head of Accommodation Services

6. Applicable to:

All students with University tenancies

7. Distribution

Residential Life Staff

Accommodation Office Staff

Director of Residential and Hospitality Services

Deputy Director of Residential and Hospitality Services

Facilities Managers

Head of Student Residential Life

Student Fees staff

Annex 1 Debt Stages 1 to 3

Debt Stage 1

Dear [Firstname] [Surname] (Student Code: [Student Code])

The debt on your account(s) totalling £<<@FIN_LGB_SUM&M/100&Nzzzz9.99>>, is broken down as follows:

<<@FIN_DBT_LIST>>

You can make this payment by

- The Fees and Funding channel in your MyBristol portal.

- Paying at the Income Office 0117 9546372 ground floor of Senate House, Tyndall Avenue between 9am and 4.00 pm or email
- Sending a cheque quoting your student number and invoice number on the back to Finance Services, Senate House, Tyndall Avenue, Bristol, BS8 1TH.

Please accept our apologies if you have paid this amount within the last few days

If emailing the Student Fees Office please allow five working days for a response.

Yours sincerely,

Student Fees Office
student-fees@bristol.ac.uk

University of Bristol

For information about your payment agreement with the University please refer to the student fees regulations <http://www.bris.ac.uk/secretary/studentrulesregs/studentfees.html>

Debt Stage 2

Dear [Firstname] [Surname] (Student Code: [Student Code])

According to our records you have missed payment(s) on your account totalling £<<@FIN_LGB_SUM&M/100&Nzzzz9.99>> despite our previous reminder, broken down as follows:

<<@FIN_DBT_LIST>>

You can make this payment by

- The Fees and Funding channel in your MyBristol portal.
- Paying at the Income Office 0117 9546372 ground floor of Senate House, Tyndall Avenue between 9am and 4.00 pm or email
- Sending a cheque quoting your student number and invoice number on the back to Finance Services, Senate House, Tyndall Avenue, Bristol, BS8 1TH.

Please accept our apologies if you have paid this amount within the last few days

If emailing us please allow five working days for a response.

Yours sincerely,

Student Fees Office

student-fees@bristol.ac.uk

University of Bristol

For information about your payment agreement with the University please refer to the student fees regulations <http://www.bris.ac.uk/secretary/studentrulesregs/studentfees.html>

Debt Stage 3

Dear [Firstname] [Surname] (Student Code: [Student Code])

According to our records you have still not made full payment or set up a payment plan arrangement for your total debt to the University of £<<@FIN_LGB_SUM&M/100&Nzzzz9.99>>, broken down as follows:

<<@FIN_DBT_LIST>>

You can make this payment by

- The Fees and Funding channel in your MyBristol portal.
- Paying at the Income Office 0117 9546372 ground floor of Senate House, Tyndall Avenue between 9am and 4.00 pm or email
- Sending a cheque quoting your student number and invoice number on the back to Finance Services, Senate House, Tyndall Avenue, Bristol, BS8 1TH.

Your Faculty [*IF outstanding accommodation: and University Accommodation*] are now aware of this debt, which may affect [*IF outstanding accommodation: your residence at University accommodation and*] your

RHS/ACCO/ARREARS/£/21.11.2018

enrolment at the University. Your debt may be referred to a debt collection agency if you fail to make payment or arrange a payment plan with us by <<\$date+14D&DD-M3-Y>> and you may incur additional charges.

Please accept our apologies if you have paid this amount within the last few days

If emailing us please allow five working days for a response.

Yours sincerely,

Student Fees Office
student-fees@bristol.ac.uk

University of Bristol

For information about your payment agreement with the University please refer to the student fees regulations <http://www.bris.ac.uk/secretary/studentrulesregs/studentfees.html>

Debt Stage 4

Dear [Firstname] [Surname] (Student Code: [Student Code])

We have sent you a number of email reminders regarding missed payment(s) on your account totalling £<<@FIN_LGB_SUM&M/100&Nzzzz9.99>>, broken down as follows:

Amount	Description	Due Date
[Balance]	[Narrative]	[Amended Due Date]

Please payment immediately through Fees and Funding channel in your MyBristol portal
<https://portal.bris.ac.uk/mybristol/feesandfunding>.

You can also:

- Pay at the Income Office 0117 9546372 ground floor of Senate House, Tyndall Avenue between 9am and 4.00 pm or email
- Send a cheque quoting your student number and invoice number on the back to Finance Services, Senate House, Tyndall Avenue, Bristol, BS8 1TH.

Your Faculty [*IF outstanding accommodation: and University Accommodation*] are now aware of this debt, which may affect [*IF outstanding accommodation: your residence at University accommodation and*] your enrolment at the University. Your debt may be referred to a debt collection agency if you fail to make payment or arrange a payment plan with us by <<\$date+14D&DD-M3-Y>> and you may incur additional charges.

Difficulty paying?

Finance-creditcontrol@bristol.ac.uk or call 0117 928 8643 to set up a payment plan.

For information about your payment agreement with the University please refer to the student fees regulations <http://www.bris.ac.uk/secretary/studentrulesregs/studentfees.html>

Yours sincerely,

Giles Jordan
Credit Control Team Leader
RHS/ACCO/ARREARS/£/21.11.2018

Annex 2 Accommodation warning email

Dear

We have received a report that you are in arrears with your rent. If you have recently cleared your debt or agreed an arrangement to pay with the Finance Team, please ignore this email.

Please be aware that under the conditions of your tenancy we can serve notice when your accommodation fee account is more than 28 days in arrears. This could mean you having to leave your residence.

We want to avoid this **so act now:**

- Clear the balance in full immediately,
- Contact finance-creditcontrol@bristol.ac.uk to arrange an acceptable repayment plan,
- Contact your Residential Life team. They will support you if you are having difficulties with payment or anything else.

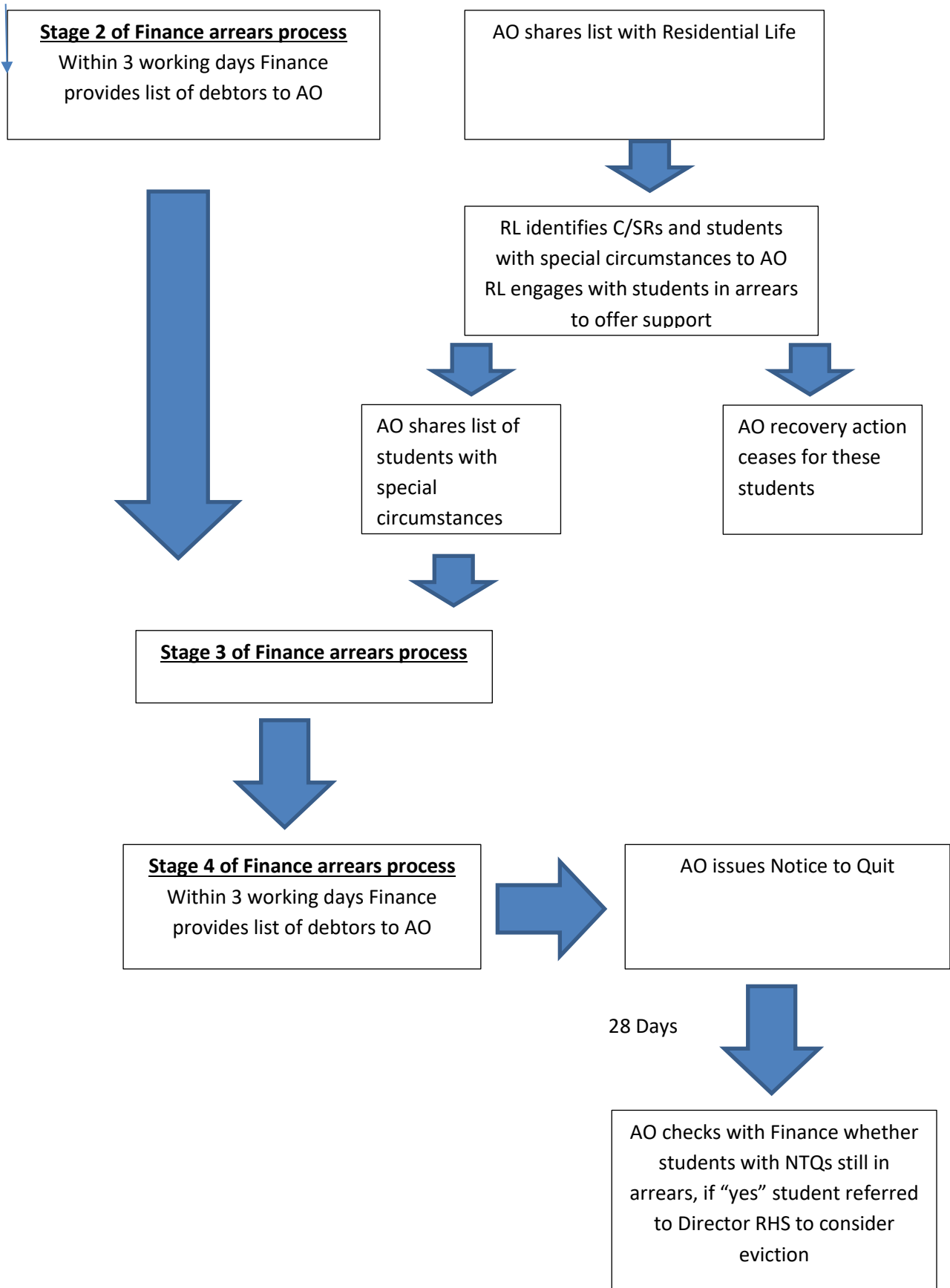
We are here to help **so please contact us.**

Unfortunately, if you do not act now, we will have to serve you notice to leave your residence without further warning.

Yours

Pru Lawrence-Archer
Head of Accommodation Services

Annex 3




Equality check list (Accommodation Office)

1. Equality considerations - students	Check (✓)	Comments
If the procedure relates to any student-related service, you should consider data on the diversity of the service users.	Yes	
What equality strands have been covered (eg, gender, race, disability, age)?	Disability and health needs as well as other welfare issues which may arise from age, gender reassignment, race, religion or belief, sex, sexual orientation	
What steps will be taken to mitigate the impact on current students?		Students with disabilities, health needs or other welfare issues are specifically identified under this procedure and exclude.

2. Decision	Check (✓)	Comments
Has your equality analysis highlighted any differential or adverse equality impact?	No	
Based on this, has the procedure changed or remained the same?	N/A	

General Comments

 University of BRISTOL Residential and Hospitality Services	Joint Finance and RHS arrears recovery procedure
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Version control table

Name of Document					
Version number	Purpose/Changes – brief description	Author	Date	Approved by	Date
1	Creation	Pru Lawrence-Archer	01:03:2017	PLA	01:03:2017
2	Review	Pru Lawrence-Archer	20:11:2017	PLA	21:11:2017
3	Residential Life Service introduced	Pru Lawrence-Archer	21.11.2018	PLA	21.11.2018
4					