

Debt Recovery Procedure for Student Accommodation

This procedure outlines the steps taken to recover overdue accommodation fees.

Phase 1: Initial Reminder and Administrative Charge

- **Day 1:** An email reminder is sent to the resident informing them of the overdue payment and requesting payment within 7 days. A £25 administrative charge is added to the resident's account.

Phase 2: Debt Interview and Final Warning

- **Day 8:** An email is sent requiring the resident to attend a debt interview with the Residential Fees Team, typically within 2 working days. This interview is to discuss the outstanding payment.
- **Day 10 (Proposed Interview Date):** If the resident fails to attend the interview or make the payment, a final email is sent giving them 7 days to resolve the matter by making full payment.

Phase 3: Notice to Leave and Payment Plan Option

- **Day 17:** If the fees remain outstanding, a final notice is sent, issuing a notice to leave the accommodation within 28 days from the date of the email/letter.
- **Resolution:** This notice can be rescinded by full payment of the outstanding fees.
- **Payment Plan:** At the discretion of Residential Fees, a bespoke payment plan may be offered. The following conditions apply:
 - A guarantor may be required before a payment plan is agreed upon.
 - At least 50% of the outstanding debt must be paid before a plan can be implemented.
 - The final payment date of any payment plan will be no later than 28 days before the end of the accommodation contract.
 - **Default:** If any payment within the agreed plan is missed, the notice to leave within 28 days will be immediately reissued. Only full payment of all accommodation fees for the full contract will then allow the student to remain.

Phase 4: Debt Collection and Further Action

- **Day 46 (29 days after Notice to Leave):** If payment has not been received (or a repayment plan agreed and adhered to), the resident is required to vacate the accommodation.
- **Debt Referral:** The total outstanding debt, including the full unpaid remaining contracted accommodation fees (and any additional penalties), will be referred to an external debt collection agency. The agency will then be responsible for all further communication and negotiation regarding the debt.
- **Additional Costs:** Debtors referred to a debt collection agency will automatically incur additional charges, including a percentage of the referred debt to cover accrued interest and agency fees. They may also incur other associated costs, such as administrative charges, trace fees, and legal fees.
- **Referral to Collection Agency:** Residents whose debt is referred to a debt collection agency will be pursued for the full unpaid remaining contracted accommodation charge, as they will have defaulted on their entitlement to a payment plan with Queen's.

