



St Hugh's College, Oxford

Debt Recovery Procedure for Student Accommodation

This procedure outlines the steps taken by the College in regards to non-payment of accommodation.

Phase 1: Initial Reminder

- An email reminder including a statement of account outlining the outstanding accommodation invoices will be sent to the student asking them to make payment.

Phase 2: 1st Warning and 2nd Warning Debt Interview

- Day 8 after the due date of the invoice, the 1st notification letter of non-payment will be sent to the student reminding them of the overdue payment.
- Day 15 the 2nd notification letter will be sent to the student requesting to have a meeting with the Financial Controller / College Accountant to discuss the issue of late payment and if they require any financial help.

Phase 3: Escalation to the Dean and Bursar

- If payment has still not been received within three days after the meeting or the student fails to attend the meeting, the issue of non-payment of accommodation will then be raised with the College Dean for disciplinary action.
- If no further development has occurred after contact from the Dean, then the issue of non-payment will then be escalated to the College Bursar which could lead to removal from the College Accommodation.

Phase 4: Notice to leave and Debt Collection

- If payment has not been received a final notice letter to leave the accommodation within 28 days from letter/email will be sent.
- Resolution: this notice can be rescinded by full payment of outstanding fees.
- 28 days after the final notice letter, if payment still hasn't been received, the resident is required to vacate the accommodation.
- **Debt Referral:** After student has vacated the property the debt will be referred to an External Debt Collection agency. The agency will then be responsible for all the further communication and negotiation regarding the debt.