

## **Q&A for Accommodation reminders for 19/20 and 20/21 students**

### **Why do I have to pay - I did not use the accommodation after December 2020?**

In accordance with the terms of your accommodation contract for 20/21, your obligations remain unchanged, therefore you are required to pay rent even if you were not in occupation.

### **I have a question about the rent waiver (s)?**

As a gesture of goodwill, the University offered a rent waiver in January 2021 because of the travel restrictions in place at that time. It was agreed that this offer should be extended to eligible students when the restrictions were not lifted and the Government advice was that students should not travel to their term time accommodation.

The eligibility criteria were published on the University website and was also included in correspondence about the rent waiver extensions to ensure consistency as to who was able to apply for the waiver extension and by when.

Those students who applied for and were granted the first rent waiver were eligible to apply for the subsequent and successive rent waiver extensions.

It is not now possible for students to apply retrospectively.

### **Can I raise a complaint?**

A complaint submission for these periods is now out of time to be accepted as a formal complaint, unless you can provide evidence of a valid reason the complaint was not submitted within the appropriate timescale.

### **Can I apply for a rent waiver retrospectively?**

No, it is not now possible for students to apply retrospectively.

To ensure consistency as to how the rent waiver was applied based on the deadline and eligibility criteria set out on the Warwick Accommodation website, only those students who successfully applied for and were granted the first rent waiver were allowed to apply for the rent waiver extension. Students who successfully applied for and were granted the rent waiver extension were allowed to apply for the additional rent waiver extension.

### **I applied for the rent waiver in Term 2 but missed the rent waiver in Term 3, can I apply now?**

No, it is not now possible for students to apply retrospectively.

In acknowledgment of the UK Government restrictions, the University offered a rent waiver in term 3 which was available for all students who were not living in their on-campus accommodation from 24 April 2021 up to and including 14 May 2021, regardless of whether they applied for the previous rent waiver or not. Students were able to apply if they had not occupied their room from 24 April 2021 up to and including 14 May 2021.

### **I applied for the rent waiver(s) – has this been applied to my account?**

Please log in to your evision account <https://warwick.ac.uk/evision> to view all the transactions under Fees and Charges. Credit notes (Charge adjustments) will only have been applied if you received a receipt confirming your submission for the rent waiver. If you did not receive a receipt, then you will not receive a credit note.

If exceptionally you have a submission receipt but cannot locate a rent waiver credit note on your account, then please email [StudentCollections@warwick.ac.uk](mailto:StudentCollections@warwick.ac.uk) and attach a copy of the Rent Waiver submission receipt.

### **I was released from my contract – has this been updated in my account?**

Please log in to your evision account <https://warwick.ac.uk/evision> to view the transactions under Fees and Charges. If you find that your contract release credit note (if applicable) is not on your account, then please email [StudentCollections@warwick.ac.uk](mailto:StudentCollections@warwick.ac.uk) and forward us the email you received from Warwick Accommodation confirming that you have been released.

### **Can I set up a monthly payment arrangement?**

Please email [StudentCollections@warwick.ac.uk](mailto:StudentCollections@warwick.ac.uk) as we can set up a short-term monthly payment plan for the duration of 6 months. If you require a payment plan longer than this then please let us know and we will refer your debt to one of our specialised debt collection agencies who manage these arrangements for us.

### **I made a payment but it is not showing on my account?**

Please email [StudentCollections@warwick.ac.uk](mailto:StudentCollections@warwick.ac.uk) with a payment receipt, or details of the date, value in GBP, method of payment and payee name and we will trace this.

### **How can I make payment?**

Please log in to your evision account <https://warwick.ac.uk/evision> to make payment by Flywire, our online payment platform. If you are no longer studying at Warwick University then you can pay by:

- Automated Telephone line using a UK credit/debit card 0330 088 3627 (or +44 330 088 3627 from outside the UK) to make a direct payment to your account. You will need to quote your University ID number, your date of birth, and how much you are paying.
- Bank Transfer using the below details – please quote your Student ID as a reference
  - o Barclays Bank, PO Box 3333, One Snowhill, Birmingham B3 2WN
  - o Account Name : University of Warwick
  - o Account Number : 80113700 Sort Code 20-23-71
  - o IBAN Number : GB40BARC20237180113700 (for International transfers)
  - o Swift Code : BARCGB22

### **Can I get a copy of the invoice/s?**

If you are a current student, you can print your invoices and payment receipts by logging in to your evision account <https://warwick.ac.uk/evision>.

**What will happen if I do not make payment?**

Accommodation debt which remains outstanding will be referred to specialist debt collection agencies for debt recovery action. This may incur further costs which will be payable by you and may impact on your credit history if you default.

If you have any other questions that are not addressed above, please email [studentcollection@warwick.ac.uk](mailto:studentcollection@warwick.ac.uk)

Collections Team

February 2022