

#### IMPORTANT NOTES

This document:

- Explains the payment methods for rent
- Explains the Direct Debit System
- Gives a range of assurances in respect of Direct Debit payment
- Gives details of payment dates

#### PAYMENT METHODS FOR RENT

Rent is payable by either:

- **Credit/Debit card in full in advance or on arrival**
- **Direct Debit from a UK Bank Account (payable in a maximum of 3 instalments on set dates, depending on your contract period). If you did not set up a Direct Debit by 1 October 2023, you will need to pay your rent by credit/debit card. If you have set up a Direct Debit with us, then your rent will be collected by this means.**

If you wish to pay your rent **in full by Credit/Debit Card** you should select the **'Payment in Full by Credit/Debit Card'** option to pay your rent at the time of acceptance.

If you wish to pay your rent in instalments (a maximum of 3 instalments on set dates, depending on your contract period) you should select the **'Instalments by Credit/Debit Card'** option when accepting your online Offer of Residence.

The only exceptions to these payment methods are:

- **Sponsored Students**
  - if your rent will be paid directly to us by your Sponsor, please select **'Instalments paid by Sponsor'** as your payment method and forward a copy of your Affidavit letter confirming your sponsored status to Campus Services Income at the email address below. After your arrival in Cardiff we will invoice your Sponsor for your rent.
- **NHS Bursary**
  - if you will be in receipt of a monthly stipend from the NHS Bursary, you can request to pay your rent in equal monthly instalments by a monthly payment plan. Please select **'Instalments by Credit/Debit Card'** option. Please then forward confirmation of your bursary to Campus Services Income at the email address below. Campus Services Income will confirm acceptance of your payment plan after evidence of your monthly stipend has been received and shortly after your arrival.

If neither of these options suit your circumstance, select **'Instalments by Credit/Debit Card'**. Please contact Campus Services Income who will go through other payment options with you.

#### PARKING PERMIT

Parking permits are payable in one instalment on the same date as your first rent instalment is due.

#### THE DIRECT DEBIT SYSTEM

Direct Debit is the method of paying your rent and parking permit fee directly from your bank account. It is your responsibility to ensure that you have sufficient cleared funds in your bank account a minimum of 48 hours prior to payment date.

Your Bank or Building Society account **must** be in the United Kingdom (UK). You will need to open a **Current Account** as Direct Debits cannot be made from any other type of account.

## DIRECT DEBIT ASSURANCES

The following assurances are given to you (or your nominated account payer) by the University in respect of Direct Debit Mandates:

- Direct Debits will be presented strictly within the terms of the Instruction you have authorised and you are protected by an indemnity given by the University to Banks and Building Societies.
- Your Bank or Building Society will reimburse you if a Direct Debit is charged to your account which does not conform to your Direct Debit Mandate.
- You always have the right to cancel your Direct Debit Mandate by writing to your Bank or Building Society; however, Campus Services Income must also be informed.
- If you change your Bank or Building Society account and cancel your Direct Debit Mandate, you must inform Campus Services Income and complete another Direct Debit Mandate.
- Your mandate permits payment of unspecified amounts to the University. The Payment Advice gives you notice of the amounts and dates of payments due.
- On the specified payment dates, we will request the amount(s) due for that instalment. We will not request amounts greater than the instalment, nor request payments of more than the 3 instalment dates per academic session, without giving advance notice to you or the nominated account payer.
- Your Direct Debit Mandate is only valid for the current contract period and we recommend that you personally confirm the cancellation of the mandate with your Bank or Building Society at the end of the contract period.

## PAYING FOR RESIDENCES AND PAYMENT DATES

| <b>40-week Contract Period</b>        | <b>Payment Dates</b>                                | <b>Actual Contract Period covered by Payment</b>   |
|---------------------------------------|---|--|
| 20 September 2023 – 26 June 2024      | 25 October 2023<br>24 January 2024<br>17 April 2024 | 20 September 2023 – 23 December 2023<br>23 December 2023 – 25 March 2024<br>25 March 2024 – 26 June 2024 |
| <b>39-week Contract Period</b>        | <b>Payment Dates</b>                                | <b>Actual Contract Period covered by Payment</b>   |
| 20 September 2023 – 17 June 2024      | 25 October 2023<br>24 January 2024<br>17 April 2024 | 20 September 2023 – 20 December 2023<br>20 December 2023 – 19 March 2024<br>19 March 2024 – 17 June 2024 |
| <b>Full Year Contract Period</b>      | <b>Payment Dates</b>                                | <b>Actual Contract Period covered by Payment</b>   |
| 20 September 2023 – 15 September 2024 | 25 October 2023<br>24 January 2024<br>17 April 2024 | 20 September 2023 – 18 January 2024<br>18 January 2024 – 17 May 2024<br>17 May 2024 – 13 September 2024  |

The “Actual Contract Period covered by Payment” is an approximate guide – the instalments for a Contract Period are equally split and do not always divide into whole days.

The above dates are planned to take into account the receipt and banking of Student Loans.

A **Payment Advice** will be emailed to you two weeks before the payment date, advising you of the amounts due for the rent and the dates by which each payment must be made. The Payment Advice will confirm the account details from which the payment for your rent will be taken. This will be emailed to your Cardiff University email address and also to any other email address we hold for you. **It is important for you to check your email accounts regularly.** Please note some e-mail providers may treat the email as spam, therefore it is your responsibility to check your spam/junk mail folder as well as your inbox as the Payment Advice will only be sent to you via email.

If another person or organisation (a nominated account payer) has agreed to be responsible for paying your rent by Direct Debit, a Payment Advice will be emailed directly to them. A Payment Advice will also be emailed to you for your information only.

*Contracts commencing at the start of the 39/40 week or full year contract period:*

For students who are allocated residences at the start of the 39/40 week or full year contract period the annual rent is collected in equal instalments on the payment dates detailed above for the 2023/2024 session.

*Contracts commencing at the start of the non-standard contract period:*

For students who are allocated residences at the start of the non-standard contract period the annual rent is collected in equal instalments on the dates detailed on your Contract Acceptance – Key Matters.

*Contracts commencing after the start of the non-standard, 39/40 week or full year contract period:*

For students who are allocated residences after the start of the non-standard, 39/40 week or full year contract period, rent is apportioned accordingly and calculated on a daily basis. Please note that you may be required to make an initial payment on your arrival, with the remaining rent divided into equal instalments in line with your contract period.

*Contracts amended during any contract period:*

Students who change their contract, for example, by moving to a different room, will have their payments adjusted accordingly. Students who move to a cheaper or more expensive room after a Payment Advice has been issued for the first or second instalment will need to pay the amount stated on the original Payment Advice. Any difference in rent due to the room move will be apportioned across future instalments and the adjusted payments will be shown on the Payment Advice for the next instalment due. Please note that if you extend your period of residence, you may be required to pay an additional amount on extending.

## **SERIOUS RENT ARREARS**

Contract holders with serious rent arrears will be subject to further action (which may include legal proceedings) to recover the sums due and/or possession of the Premises. Any costs (including legal costs) incurred by the University will also be sought from the debtor.

## **FINANCE ENQUIRIES**

If you have any queries relating to the payment of your rent and/or if you are experiencing any financial difficulties please contact the Campus Services Income Team, Financial Services Unit:

Telephone: +44 (0)29 2087 6367  
Email: [studentconnect@cardiff.ac.uk](mailto:studentconnect@cardiff.ac.uk)

If you are experiencing financial difficulties, you can also speak to the Student Funding and Advice Team for support and guidance regarding your finances. The Student Funding and Advice Team can be contacted on (0)29 225 18888 or [studentconnect@cardiff.ac.uk](mailto:studentconnect@cardiff.ac.uk). Information is also available on the Advice and Money Team web pages.

For independent advice, you can speak to Student Advice at the Students' Union where there are trained advisers who provide impartial, confidential, free advice, support and representation on University regulations. Student Advice can be contacted on (0)29 2078 1410 or [advice@cardiff.ac.uk](mailto:advice@cardiff.ac.uk) Information is also available on the [Student Advice webpages](#).