



Mansion student arrears policy

The Mansion Group is dedicated to providing the best possible service to our customers with clear and transparent rental agreements, payment schedules and fees.

Should you get into any financial difficulty whilst staying with us, please do not suffer in silence. Visit a member of your Hospitality Team who can provide advice based on your current situation or, alternatively, contact your University welfare officer who will be able to offer further advice and, in extreme cases, you may be eligible for a University hardship loan.

If you do get behind in your rental payments, and haven't made any suitable arrangements to do so, the following policy is in place;

All late payments will incur an interest charge of 3% above Barclays plc base rate. The tenant must pay to the landlord an administration fee of £25.00 for each letter sent to the tenant in respect of the late payment and any other amount due from the tenant.