



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.

Please ensure that yourself and your Guarantor (where applicable) are comfortable with the payments that you are committing to before proceeding with your reservation.

It is important that you keep up to date with your agreed payment schedule. Failure to do so may result in services being removed, including but not limited to the provision of internet access in your room, and charges being added to your account.

If you do get behind with your rent, late payments will incur an interest charge of 3% above the Bank of England base rate. Where applicable, 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.

Debt collection may be passed to an external debt collection agency which could affect your credit rating. Debt cases may be taken to Court leading to CCJs (County Court Judgments).

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. In extreme cases, you may be eligible for a University hardship loan.