

UNE College Debtor Procedures

Section 1 - Scope

(1) The [UNE Colleges Debtor Procedures](#) apply to all Residents of University Colleges to whom an official offer to reside in a College has been made and who has accepted the terms of the UNE Residential System Accommodation Agreement.

(2) The University has adopted procedures to ensure a Resident understands their responsibilities paying fees under the UNE Residential System Accommodation Agreement and the recovery and process that may be taken by the University against the Resident.

(3) In these Procedures a reference to:

- a. College Fee Schedule means the fee schedule for a College setting out fees and Instalment Due Dates for payment by Residents.
- b. Head/Dean of College is the Master, Principal, Head, or Dean of a College.
- c. Instalment Due Date as the due date specified in the Residential Principal Dates and relevant College Fee Schedule.
- d. Repayment Plan is a plan to repay the outstanding fees by instalments agreed to in writing by the University and the Resident.
- e. Resident is a person who has been made an official offer to reside in the College and has accepted the terms of the UNE Residential System Accommodation Agreement.
- f. Supervisor of Accounts Receivable is responsible for taking the recovery and eviction action against the Resident.
- g. UNE Colleges Eviction Procedures is linked to these Procedures.

Section 2 - Procedures

(4) The UNE Colleges Debtor Procedures apply to a Resident: and includes the following process

- a. Two (2) weeks prior to each Instalment Due Date charges are raised and Residents invoiced.
- b. Three (3) days prior to each Instalment Due Date, a reminder is sent to a Resident with a statement.
- c. One (1) week after the Instalment Due Date, Residential Services provide an updated list of students with outstanding fees to the Head/Dean, and another statement is sent to a Resident with unpaid fees noting a late fee is payable if not paid within the week.
- d. Two (2) weeks after the Instalment Due Date a late fee is applied to all Residents account with outstanding fees.
- e. One (1) week prior to the end of each Trimester, Residents with outstanding fees greater than two (2) weeks are notified that their account will be referred to Financial Services for debt collection if the account is outstanding at the end of the Trimester.
- f. At the end of each Trimester, Residents with outstanding fees greater than two (2) weeks have a hold placed on their university account and the account is referred to Financial Services for consideration of debt collection

procedures.

(5) Note: While every step will be taken to ensure these timelines are met, variances to the timing of invoices and reminders could occur as a result of staff absences, etc.

Status and Details

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