Accommodation Fees Debt Collection and Graduation 26/27– Student FAQ

What happens if I have outstanding accommodation fees?
If you have outstanding University-managed accommodation fees and a BFS HALLS flag is applied to your student record, you may be restricted from booking and attending a graduation ceremony.

What is a BFS HALLS flag?
A BFS HALLS flag is placed on your student record where you have accommodation debt above the agreed threshold. The flag enables the University to manage outstanding accommodation debt and may prevent you from booking or attending graduation.

Eviction

If you fail to pay your halls fees, the university may take action to evict you from your halls of residence.

Debt Collection

If you become more than one payment in arrears the university may refer your case to a debt collection agent who will seek recovery of the debt and additional administration fees. They may also take you to court for recovery of the debt.

Will I still receive my degree?
Yes. Outstanding accommodation fees will not affect your academic award, degree classification, transcript, or official certification of completion. Your award will be processed in the normal way. However, you will not be able to attend the graduation ceremony with your peers while the relevant accommodation debt remains unresolved.

Can I book graduation if I have outstanding accommodation debt?
If you have a BFS HALLS flag and your outstanding accommodation debt remains unpaid, you will be unable to book a graduation ceremony until the debt is resolved or an approved repayment arrangement is in place.

What do I need to do to attend graduation?
You must either:

- Pay the outstanding balance in full by the agreed date, or
- Agree a formal repayment arrangement with the University and keep to the agreed payments.

Once the requirements are met, the BFS HALLS flag can be removed, subject to the relevant checks and processes.

What if I cannot pay the full amount?
Please contact the Finance or Accommodation Team as soon as possible. Depending on your circumstances, you may be able to agree a formal repayment arrangement. Do not ignore reminders or other communications about your outstanding balance, as this may affect your ability to resolve the debt before graduation and the debt will be passed to STA debt collections team to action.

Can an exception be made?
Exceptions may be considered in limited circumstances, including where you have an active repayment arrangement or verified extenuating circumstances. Any exception must be reviewed and approved by the appropriate Finance authority.

Who manages the BFS HALLS flag?
The Finance Team manages the flag and debt recovery process. The Accommodation and Graduation Teams work with Finance to ensure that the process is applied consistently.

How will I be told if this affects me?
The University will communicate with affected students through appropriate channels, which may include finance communications, reminder notices, graduation information and targeted communications before graduation.
If you are affected, communications will explain the outstanding debt, the impact on graduation, and what you need to do to resolve the issue.

What if I have already paid?

If you have paid your outstanding balance, or believe the information is incorrect, please contact the Finance/Accommodation Team promptly and provide evidence of payment where appropriate.
Important: The BFS HALLS flag does not prevent you from receiving your degree. It only affects your ability to book or attend a graduation ceremony while qualifying accommodation debt remains unresolved.

Failure to pay outstanding Accommodation fees will result in being referred to the outside debt agency STA Legal.