

UNIVERSITY OF LONDON

Student Homes

Payment Guide

Payment website:

<https://epay.london.ac.uk>

2018/19 Deadlines:

1st of each month, unless you opt to pay otherwise

How to pay your Accommodation Fees

Paying online

The easiest way to pay is using our online system: <https://epay.london.ac.uk>.

Please do not attempt to pay your accommodation fees via your College payment site as we will not receive the funds.

If you are unable to make a payment online, you can also speak to the Financial Services Property Team directly on 020 7862 5772 between 10 a.m. - 4 p.m. Monday to Friday.

If you pay online, you have the following options:

- **All in one:** Pay the whole year's fees online by the 16th October and we will refund* 2% by the end of November.
- **Instalments:** Split the yearly cost into 7 equal instalments, which are automatically taken on the 1st of every month from October 2017 to April 2018.
- **Termly:** Split the yearly cost into 3 termly instalments, which are automatically taken on the 16th October, 22nd January and 7th May.
- **Monthly:** Rent is automatically collected on the 1st of each month.

Bank Transfer

To pay by bank transfer you must use the following bank details, quoting your surname and accommodation ID (for example 'Smith – 0012345'). You must also email your remittance to AHD.Finance@london.ac.uk and ensure your email contains your surname and accommodation ID as a reference.

Failure to send a remittance or to include your accommodation ID may result in a delay allocating your payment.

Bank:	Natwest Bank
Account Name:	University of London Halls Account
Sort Code:	60-80-07
Account Number:	60166630
IBAN Number:	GB70NWBK60800760166630
BIC:	NWBKGB2L

Telephone payments

Payment can be made by debit or credit card by calling 020 7862 5772 between 10 a.m. - 4 p.m. Monday to Friday.

Please note that we cannot accept payments by American Express, cheque or cash.

*Please note that refunds only apply to payments made in full online at <https://epay.london.ac.uk>. Payments made by any other method will not be eligible for this refund.

Deposits

Your deposit was paid online at stage two of your application. When your tenancy with Student Homes ends your bedroom and property will be checked by a property manager, to ensure you've left the property clean and tidy and that there aren't any damages. After this we'll arrange for your deposit to be returned to you on the card you used to make the deposit payment with: your deposit will be refunded within 28 days of your tenancy ending. We will contact you at the time of the refund if we are unable to return your deposit for any reason.

Payments for other miscellaneous charges

During your time living in your Student Home you may incur other miscellaneous charges. To pay these, please call us on 020 7862 5772 between 10am and 4pm Monday to Friday. These payments can also be made by a bank transfer.

Problems paying your fees?

The Financial Services Property Team understands that sometimes students may suffer financial hardship. If you find yourself in this position please contact us as soon as possible.

We are also aware that students may be dependent on funding from external sources in order to pay accommodation fees and that there can sometimes be delays in receiving these funds. If this affects your ability to make payments for your accommodation, please email the Financial Services Property Team with proof of funding and the date when you will make payment. Please ensure you include your surname and accommodation ID.

Failure to pay your rent on time will result in your arrears being escalated – to avoid such action needing to be taken please ensure you make your rent payments as and when they are due. Failure to remain on top of rent payments may result in legal action being taken to end your tenancy early.

Contact details

Email: AHD.Finance@london.ac.uk
Telephone: 0207 862 5772
Opening Hours: 10 a.m. - 4 p.m.