

FREQUENTLY ASKED QUESTIONS

- What should I do if I am going to have problems paying my bill by the due date?

The moment you are aware of this, you need to contact your Student Residence Manager to discuss your situation. In the first instance, this should be done via email and well prior to the due date. A meeting may be required to gather further information and discuss a payment plan.

- What happens if I don't pay my bill by the due date?

If you have not made acceptable arrangements with the Student Residence Manager, the University has a number of options available, as outlined in the Student Resident Handbook. These include, but are not limited to (i) applying a \$200 late payment fee (ii) cancellation of future payments terms with all future payments required 'up-front' (iii) preventing you access to your room/unit (iv) the withholding of your academic results and (v) being referred to a credit agency for debt collection resulting in additional charges and potentially impacting upon your credit rating.

- How can I check how much I owe for my accommodation account?

Login to our secure site <http://pay-accom.uow.edu.au/> where you can check the amount owing and also make a payment off your account.

- What if I have forgotten my PIN number?

Contact our reception staff at your residence, who will issue you with a new PIN number.

- How do I obtain a tax invoice or tax statement?

Contact the reception staff at your residence. They can either hand you a copy of your statement or make arrangements for it to be emailed to you.

- Who do I contact when I have a question in relation to my statement?

Initially, you should contact the reception staff at your residence.

CONTACT DETAILS

CAMPUS EAST

Phone 4221 3351
Student Residence Manager
Email: james_atkinson@uow.edu.au
Reception Email: accommceast@uow.edu.au

INTERNATIONAL HOUSE, KOOLOOBONG & THE MANOR

Phone 4221 5252
Student Residence Manager
Email: alison_hemsley@uow.edu.au
Reception Email: accommihouse@uow.edu.au

MARKETVIEW, KEIRAVIEW & GRADUATE HOUSE

Phone 4229 9700
Student Residence Manager
Email: mary_sparks@uow.edu.au
Reception Email: keraview@uow.edu.au

WEERONA COLLEGE & GUNDI

Phone 4221 5240
Student Residence Manager
Email: leanne_robinson@uow.edu.au
Reception Email: accommweerona@uow.edu.au

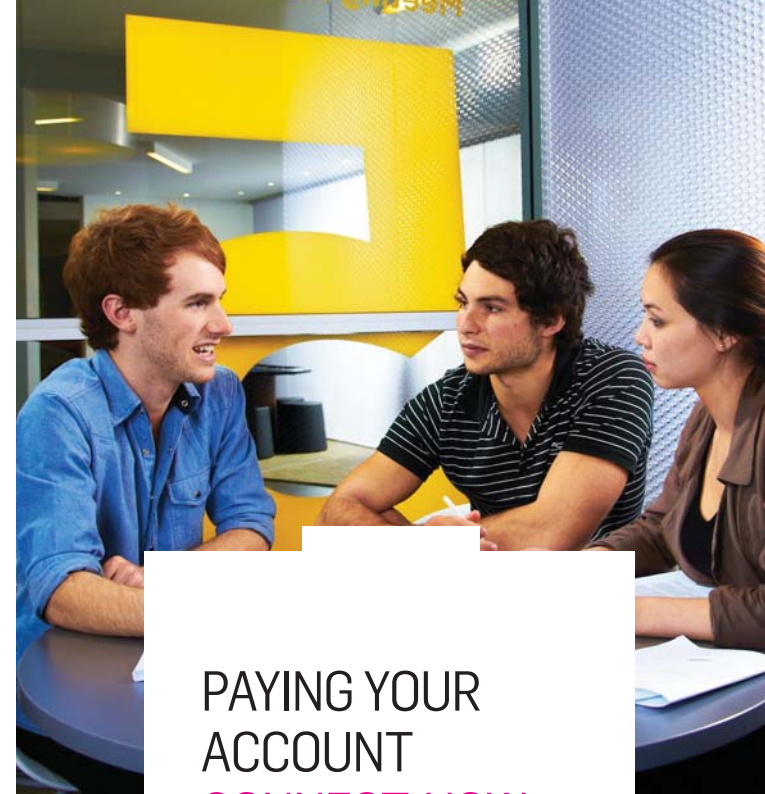
QUALITY ASSURANCE

Accommodation Services is included in the scope of University of Wollongong Administration AS/NZS ISO 9001:2008 Quality Management System certification (NCSI certification number 14038).

CRICOS Provider No: 00102E



UNIVERSITY OF
WOLLONGONG
LIVING



PAYING YOUR
ACCOUNT
CONNECT: UOW
ACCOMMODATION
2012

UNIVERSITY OF
WOLLONGONG
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WITH THE HUSTLE AND BUSTLE OF UNIVERSITY LIFE...

IT'S IMPORTANT NOT TO FORGET YOUR FINANCIAL OBLIGATIONS IN RELATION TO LIVING @ UOW.



THIS BROCHURE HAS BEEN DESIGNED TO HELP YOU THINK ABOUT HOW YOU CAN BEST BUDGET TO MEET YOUR ACCOMMODATION BILLS AND OUTLINES PAYMENT OPTIONS AVAILABLE TO YOU. MOST IMPORTANTLY, REMEMBER, THAT IF YOU DO EXPERIENCE FINANCIAL DIFFICULTIES, PLEASE CONTACT YOUR STUDENT RESIDENCE MANAGER IMMEDIATELY TO DISCUSS YOUR OPTIONS.

YOUR ACCOUNT

You will be billed up front for both Autumn and Spring session fees. It is preferred that your account be paid in full by the 24/2/12 (due date 27/7/12 where staying for the spring session only). If this is not possible, the University will allow payments to be made via direct debit on a weekly or fortnightly basis.

The direct debit payment amount incorporates not just the residential fees, but also ancillary fees (net of the rental pre-payment). Direct debits continue through the mid session break (where applicable) until all fees are paid in full. Using the schedule rates, session one fees are paid in full by the 1/6/12 and session two fees, by the 21/10/12. For a precise calculation, you can refer to our ready-reckoner calculator at the following web-link <http://www.uow.edu.au/about/accommodation/paymentcalculator>

The later the direct debit starts, the larger the amount of the weekly direct debit required. Scheduled payments have been structured at a level that will result in student fees being paid in full approximately four weeks in advance, as at the end of the contract. This is a more flexible approach, rather than requiring four weeks in advance up-front which is typical of private rental arrangements.

ALTERNATE PAYMENT PLANS

In extenuating circumstances, where you cannot make your payments either by (a) lump sum upfront or (b) via direct debit, you must complete a Request for Alternate Payment Plan at <http://www.uow.edu.au/about/accommodation/paymentcalculator>.

If you are requesting an alternate payment plan, it is important that this is received by the Student Residence Manager for consideration by no later than the 31st January, 2012. Where the offer is dated after the 31st January, 2012, we require any Alternate Payment Plans within five working days of the date of the offer letter.

PARENTS/SCHOLARSHIPS

If your parents or another third party is responsible for the payment of your account, you remain responsible for forwarding a copy of the invoice or statement to them. This should be done early so that payment due dates are not missed.

BUDGETING

It is essential that you commit to a budget and stick to it. University can be stressful enough without having issues in relation to the payment of your bills. A really useful budget tool has been developed by the Wesley Mission. You may like to use this to develop a budget for yourself. The link to the web-site is www.wesleymission.org.au/centres/creditline/services/tools/plan.asp