

**COLLECTIONS POLICY – UNIVERSITY APARTMENTS
DIVISION OF UNIVERSITY HOUSING**

Due Date

University Apartments rental payments are due for each month on or before the first of each month (for example: December 1st for December's rent). Invoiced charges for damages and other services added to the account are also due on or before the first of the month.

Account Statements

Rent is posted to Lease Accounts on the 25th of each month, with occasional changes made to accommodate weekends and holidays. After the rent for the upcoming month is posted to your Lease Account, you will be sent an e-mail containing a link to your Lease Account statement. The statement will list any balance carried forward from last month, rent charges for the upcoming month and any other charges or credits posted to your Lease Account since your last account statement.

Personal charges are posted to Personal Accounts on the 25th of each month, with occasional changes made to accommodate weekends and holidays. After the charges are posted to your Personal Account, you will be sent an e-mail containing a link to your Personal Account statement. The statement will list any balance carried forward from last month and any charges or credits posted to your Personal Account since your last account statement.

Lease Account statements will be e-mailed to both roommates (if applicable) to ensure that both are aware of charges posted to the Lease Account. Each roommate will only receive their own Personal Account information. It is expected that roommates will communicate with each other regarding rental payments and other charges to the Lease Account, as both roommates are jointly and severally liable for the Lease Account.

In keeping with the UW policy of using a student or staff member's "wisc.edu" email address for official correspondence, the emails containing the link to account statements will be sent to a resident's "wisc.edu" email address. If a resident has more than one "wisc.edu" email address, they can designate which should be used as the official email. An alternative or temporary "official" email address will only be used for residents who have not been assigned a "wisc.edu" email address.

Making Payments

University Apartments accepts payments made (in U. S. Dollars only) using personal checks, cashier's checks, traveler's checks, money orders.

University Apartments also accepts electronic checks (e-Checks), and debit and credit cards (Mastercard, VISA, Discover or American Express ONLY) for online payments of Lease and Personal Account Housing bills. However, the following types of checks are not allowed for e-Check payments: credit card cash advance checks (convenience checks), home equity line of credit checks, and brokerage account checks.

Please note: a 2.75 percent convenience fee is charged for online debit or credit card payments. There is no fee for electronic check (e-Check) payments.

University Apartments retains the right to refuse/return any payment offered to it for any resident account that we do not consider to be an acceptable form of payment. If you have a question about the acceptability of a payment please call our Cashier's Office in Slichter Hall at (608) 262-2230.

Payments can be placed in the drop boxes located at the University Apartments Community Center and at the Apartment Facilities Office on Haight Road; hand-delivered to the Cashier's Office in Slichter Hall; or mailed to:

Division of University Housing
Cashier's Office – Slichter Hall
625 Babcock Drive
Madison, WI 53706-1213

(OVER)

It is the resident's responsibility to ensure that their payment is received by University Apartments on or before the due date. University Apartments will not be responsible for late payments caused by a delay in the U.S. Mail, campus mail, or whatever other form of payment delivery the Lessee chooses to use.

If you ever have any questions about the amount of rent that is due or about the balance on your Lease Account or Personal Account, please contact the Cashier's Office in Slichter Hall at (608) 262-2230.

Checks

All checks remitted for payment to University Apartments:

- Must be written on a U.S. bank **or** on a foreign bank that operates branch banks in the U.S. **or** on a foreign bank that operates in the U.S. through an affiliation with a U.S. bank
- Must be denominated in U.S. Dollars only (no other currencies are acceptable)
- Must be made payable to: **UW Madison - Division of University Housing**
(or reasonable equivalent – UW Housing, Division of Housing, University Housing)
- Must contain the **legible full name and address** of the maker of the check
(in the upper left-hand corner; pre-printed, hand-written or hand-printed is acceptable)
- Must contain a **pre-printed check number** in the upper right-hand corner of the check
(a check without a pre-printed number, or with a written-in number is not acceptable)
- Must have the dollar amount properly recorded on the check in both of the spaces provided by the bank (numerically in the box provided **and** alphabetically on the line provided)
- Must contain the **apartment number** of the resident for whom the payment is being made
(pre-printed, hand-written or hand-printed is acceptable)

No two-party checks - checks made payable to anyone other than University Housing – will be accepted.

University Apartments processes all checks on the date they are received; checks will not be held for any period of time. Be prepared for any postdated check remitted to University Apartments to clear your bank earlier than you expected.

A \$20 fee is assessed to a resident's account (as mandated by the State Treasurer's Office) for any check returned to University Apartments unpaid by the banks. In addition, a resident's check-writing privileges will be suspended, and a hold will be placed on their academic records, until the payment for the returned check has been resolved as required.

Late Fees

A late fee of \$10 is assessed to **any balance remaining on a resident's Lease Account** as of the close of business on the fifth day of the month, or the next business day if the fifth falls on a holiday or weekend. Late fees are not currently charged on Personal Accounts. **However, the Division may not renew a lease for a resident who is in arrears in rent or other charges or who has an outstanding balance on either a Lease Account or a Personal Account.**

A hold will be placed on the academic records of residents who are delinquent in their Lease Account or Personal Account payments. This can mean that a resident will not be able to receive a transcript or register for the next academic session. University Apartments will release a hold only when full payment is received for the unpaid balance(s). Residents who remain delinquent for more than one month place their apartment lease at risk.

If you anticipate a problem with meeting a payment or deadline, or have any questions about our Collections Policy, please contact our Collections and Cash Manager at (608) 262-2230 to discuss your situation.