



University of East Anglia

Information Services Directorate

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 593 523
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>

13 December 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-284)

We have now considered your request of 14 November 2017 as amended on 28 November for information relating to student accommodation and rental arrears.

Our response is on pages 2-3 of this letter, together with a copy of your request.

On this occasion it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information on the number of students contacted regarding financial/rent arrears for the period 2012/13 to 2014/15. This is due to the fact that the system in place for notifying students of rent arrears at that time automatically sent out a reminder when a payment had not been made in respect of any invoice and then automatically cleared the record when a response was received. Therefore no records have been maintained.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-284)

1. *The annual average cost of renting student accommodation in the last five academic years, broken down by year.*

Our response is provided in the table below.

Year	Average annual cost of student accommodation (£)		
	Over full year (52 weeks)	Over term of occupancy	
		Undergraduate (38 weeks)	Postgraduate (50 weeks)
2012/13	£6,110.52	£4,465.38	£5,875.50
2013/14	£6,566.04	£4,798.26	£6,313.50
2014/15	£6,831.24	£4,992.06	£6,568.50
2015/16	£7,104.24	£5,191.56	£6,831.00
2016/17	£7,441.72	£5,438.18	£7,155.50
2017/18	£7,572.76	£5,533.94	£7,281.50

2. *The number of students who have asked for discretionary financial assistance in the last five academic years, broken down by year.*

Our response is presented in the table below:

Year	Number of students who have requested financial assistance
2012/13	241
2013/14	234
2014/15	256
2015/16	180
2016/17	226
2017/18 ¹	54

3. *The amount of times students renting on-site student accommodation have been in rental arrears in the last five academic years, broken down by year.*
[Clarified on 28 November to only include data where a student has been contacted regarding rental arrears]

Our response is presented in the table below:

Year	Number of students contacted regarding financial arrears
2012/13	<i>[Information not held, s.1(1)(a), FOIA]</i>
2013/14	
2014/15	

¹ Data current as of 08 December 2017

Year	Number of students contacted regarding financial arrears
2015/16	19
2016/17	14
2017/18	0

4. *The number of students who have had their tenancy cancelled due to severe rental arrears in the last five academic years, broken down by year.*

Our response is presented in the table below:

Year	Number of tenancies terminated on financial grounds
2012./13	0
2013/14	0
2014/15	0
2015/16	2
2016/17	1
2017/18	0

5. *In cases where a student was evicted from onsite student accommodation due to financial reasons - what help was given to the student to avoid them being left without a home.*

The UEA Accommodation Office gives 28 days' notice to terminate the accommodation contract which we believe gives students sufficient time to either arrange payment and have the notice to quit rescinded, or to find alternative accommodation. Students are advised to contact Student Support Services (STS) for financial advice or the Union of UEA Students (UUEAS) advice centre for housing advice, including finding private accommodation.

STS do not typically offer housing advice or specific support on finding alternative accommodation as this would fall to the Student Union as part of their [Home Run service](#)². However, students can meet with a Student Support Adviser for further general advice and guidance. STS Financial Advisers may also be able to offer advice on budgeting, money management, bills etc.

² <https://www.uea.su/housing/housing/>