

FREQUENTLY ASKED QUESTIONS:

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RAVEN

- **When will I receive my Raven?**

The University should be in contact by the end of August with all the details. You can also search here: [Get your Cambridge login \(Raven\), email and software | IT Help and Support](#) for more information.

FINANCE

- **Do I have to pay the First Payment if I am a part-time student?**

Yes, ALL students must pay the First Payment. Part-time and **Harvard** students pay the reduced rate as well as students in college flats.

- **I paid the First Payment on the first year of my course. I am on a different course now, do I need to pay the First Payment again?**

You should have received a final bill and your First Payment refund after course completion– you need to pay 100% of the First Payment if you are in college accommodation and reduced if outside of college.

- **Who do I put as Guarantor on the 'Form of Guarantee' if I am:**

- Self-funded – parent, relative or yourself
- Funded by a funding body – if you have a sponsor please use your name as Guarantor - you are confirming that you have secured the funds. Please send an offer letter to student-billing@emma.cam.ac.uk asap - add the sponsor's full name, address and contact details.
- Funded by Emmanuel College – as above
- EMBA/MBA student – you don't need to fill in a guarantor, but you need to state that you are on EMBA/MBA course at JBS
 - Harvard/Williams students – you don't fill this form, Harvard/Williams will do this for you.

- **What can I do if I can't pay the First Payment on time?**

- If you are self-funded
 - inform your Tutor and the Bursary immediately.
- If you are funded by the funding body

– please send the funding letter to student-billing@emma.cam.ac.uk asap, they will respond in due course.

- **What the First Payment is for?**

– Students` bills are paid substantially in arrears of the corresponding costs to the College (for example, for food, wages and so on), the first payment reduces the working capital needed to run the domestic side of College affairs.

- **When the First Payment will be refunded?**

– the First payment is refunded on the last bill after the Bursary has confirmation that the course is completed. If you moving-out of college accommodation, but you course is not completed, college will refund 80% of the First Payment with your next bill and the rest after completion of the course (reduced by any outstanding payments) . In any case you must submit online Exeat.

- **I live in non-college accommodation, but I would like a college room?**

Email tutorial-office@emma.cam.ac.uk to check if any room is available. Before arrival you must uplift the First Payment of 80% to the quote for those living in college. Email student-billing@emma.cam.ac.uk to find out how much that would be.

- **How can I get a bank letter?**

Bank letters and other verification letters are prepared by the Tutorial Office. The letter will be available after you have completed your **College ID checks**. Please fill the online form [Bank Letter](#) or [Verification Documents](#). Please note, requests are processed in 2-3 working days, and longer during busier periods.

- **How much do I pay?**

The College operates a cohort rent scheme, whereby the rent for a grade 5 room is fixed so that it is equal to the average room rent across all the colleges in the year you start your course. The rents for other grades are then calculated in relation to that. This rent then rises in line with inflation in each subsequent year of your course. This means that 80% of the single rooms provided by the College are at rents at or below the average. It also means that there will be different scales of charges depending on which year you started your course. The rent includes heating and electricity, insurance, and internet access. To the basic rent is added the Contribution to Fixed Costs (the CFC). Students living on the College site pay the full amount of CFC. Those living further away pay only a proportion.

The rents for those starting in **2023** will be:

Grade	1	2	3	4	5	6	7	8
Rent per week*	£148.12	£159.92	£171.92	£183.82	£195.72	£207.62	£219.42	£231.42

* These figures are those for postgraduates resident for 10 weeks each term on the main

College site. They are thus a *maximum*. Students living away from the main site, who pay a reduced CFC (Catering Fixed Costs) will pay slightly less, and those resident through the year are only charged for 12 weeks in each 13 week period (see below).
Postgraduates not living in College-owned accommodation do not pay CFC.

- **How many weeks am I charged for?**

There are two different arrangements depending on which sort of course you are following:

- (i) Students who are studying for a type of degree or qualification which is completed before the end of June (such as PGCE or non-UK MAST, LLM, 9 month MPhil and Diploma students) will be able to occupy their rooms from the beginning of October to the end of June. You will be charged for three 13-week periods. Within each of those periods, however, you will only be charged 12 weeks rent.
- (ii) For almost all other students (including PhD, MRes, MBA, MFin, MLitt, 12 month MPhil and Clinical Medical students and 6th year Clinical Veterinary students) the rent is paid for four 13-week periods. Within each of those periods, however, you will only be charged 12 weeks rent. If you are in this category, you may occupy your room from the beginning of October until a changeover day about a week before the end of September each year. You will be informed of the changeover date in good time.

If you are in this category and you are finishing your course or you wish to move into non- College accommodation for the coming academic year, you may leave your room before the change over date. You should give at least two weeks' notice of the date you will move out using the online [Exeat System](#). You will only be charged rent up to the date you return your keys, or the end of June, whichever is the later.

EXEAT

- **I haven't filled the Exeat form and the system doesn't allow me to do it now. What can I do?**

The [Exeat System](#) requires at least **2 weeks' notice**, if you:

- Want to move-out earlier than your room reservation ends – you will be charged for 2 weeks from the date you informed Tutorial Office of your move-out intention.
- You want to move out on the day when the room reservation ends, email tutorial-office@emma.cam.ac.uk asap to inform us of your departure. We can submit Exeat on your behalf.

Please note that the First Payment refund could be delayed if you don't submit your Exeat.

- **Do I need to fill the Exeat if I'm staying over the summer and for the next academic year?**

No. Continuing students do not need to submit the Exeat unless you would like to move-out to non-college accommodation. If you continue your course next year or the course is 12month long, you can stay in your accommodation until 22nd September at the latest, unless otherwise agreed.

Please fill the Exeat only if:

- you are leaving Cambridge permanently (end of course) whether you live in college or not – the First Payment will be refunded in your final bill,
- moving into non-College accommodation – 80% of the First Payment will be refunded in your next bill,
- you are withdrawing from your course.

- **I completed my course but I will start another one next academic year. Do I need to fill the Exeat?**

Yes, the First Payment will be refunded in your final bill. But you need to pay the First Payment again for the next academic year.

- **I have left my college accommodation when can I expect my First Payment to be refunded?**

- your course is finished and you have no outstanding payments – your First Payment will be refunded with your final bill.
- your course is continuing – a partial first payment (for students in non-College accommodation) will be refunded in your next bill.

- **I left my college accommodation, but I would like to come back, what should I do?**

- if your first payment has already been refunded – you must pay it back again
- If your first payment has not been refunded – the room will be allocated subject to availability

- **I submitted my Exeat, but I need to change my final leaving date**

Submit Exeat again. We will either accept it or not, depends if your room is still available.

- **I would like to stay longer in my room. Is it possible?**

Please email tutorial-office@emma.cam.ac.uk as soon as possible, we can extend your booking subject to availability. Please note that if your course has finished you must pay for accommodation in advance.

- **I do not live in college accommodation, do I need to fill the Exeat form?**

Yes. Fill the Exeat if you finish your course for the First Payment to be refunded.

- **I completed my course but my Camsis record shows I am an active student, when can I have my First Payment refunded?**

If Camsis record shows that you are an active student, College will not be able to refund the First Payment until your course is officially completed.

ACCOMMODATION

- **Can I arrive earlier?**

If you need to come into residence before the beginning of October, you must contact Tutorial Office tutorial-office@emma.cam.ac.uk immediately. Postgraduate rooms are not always available earlier than agreed move-in date. It is understood that PGCE and clinical students will have to arrive early. You will be charged for these extra days of accommodation and payment for this will be due by mid-October.

- **Is there a rent rebate if I am not living in my room?**

Rent rebates are allowed only in the following clearly defined circumstances, which must be approved by the Postgraduate Tutor:

- 1) Clinical Medical Students away on electives for 1 month or more (max. 10 weeks).
- 2) PGCE students away on teaching practice
- 3) Research students with permission to work away from Cambridge (permission from the Student Registry).

The period away must be at least two months. Students allowed such rebates may vacate their rooms for the whole period, in which case no rent is payable, or keep their possessions in the room, occupying it at most at weekends only, in which case 3/7ths of the normal rent is payable.

- **Can I replace my bed/desk/furniture?**

You **cannot** replace or remove any furniture unless you have a written permission from the Bursar bursar@emma.cam.ac.uk

- **I'm going home for Christmas break. Will I be charged for my room?**

Yes, you will be fully charged whether you are in your room or not. You do not need to empty your room. But you **must** inform Tutorial Office of your intention to leave the college.

Postgraduate students in the 13 weeks' term arrangement are charged for 12 weeks' and have 1 week free of charge per term.

- **Can I see or choose the room before I arrive?**

The demand for College rooms is very high and we try to allocate rooms as fairly as possible. We regret but it is **not** possible to see or choose your room prior arrival.

- **Do I have to return my room key to the Porters' Lodge?**

Each time you leave your accommodation for more than one day you should return the key to the Porters' Lodge. You will be charged if you lose the key. You must return the keys to the Porters' Lodge at the end of your rental period. Otherwise **£50 will be added to your final bill.** Please note that Bedders' or other College staff members are not appropriate persons to whom the key can be handed over.

- **How much notice should I give if I am moving out?**

At the end of your course you should give two weeks' notice of the date you will be moving out

using the online exeat system, www.emma.cam.ac.uk/exeat . If you wish to leave your room before the originally booked departure date, you need to also give 2 weeks' notice.

- **I completed my course but I would like to stay longer in my accommodation. Is that possible?**

Credit facilities are not available during the summer. All students who will complete their course in June, for example MPhils on a 9 months course or students who will graduate in August), will need to pay rent in advance for the extra period they want to stay in College accommodation. This is not applicable to continuing students as they will get termly bills which they need to settle on time.

- **I don't like my room. Can I have a different room?**

The room demand is very high and usually all of our rooms are allocated. Email tutorial-office@emma.cam.ac.uk and we will add you to the waiting list and let you know if anything becomes available.

COUPLES' FLATS

- **How much do I pay?**

You will be told how much the rent for your flat is before you arrive. You are billed monthly on or around the 19th of each month for the period beginning the 25th of that month. The rents are reviewed each year. The rent includes heating and electricity, insurance, and internet access. You do not have to pay the Contribution to Fixed Costs (CFC). Separately, you are also sent your College bill each term for the charges you incur in College such as meals taken in Hall.

- **What do I need to pay in advance?**

You must pay one month deposit and one month rent in advance i.e. two months' rent in total. In addition you must make a First Payment against your College bill. This is at the lower rate, the same as that for people not living in College accommodation. This is set against your final College bill at the end of your course.

- **How much notice should I give if I am moving out?**

At the end of your course you should give two weeks' notice of the date you will be moving out using the online exeat system at www.emma.cam.ac.uk/exeat . If you wish to leave your flat before the expected date you need to give one month's notice. Unless you make special arrangements with the Postgraduate Tutor you will be charged to the end of any rental period which has already started by the time the period of notice ends.

- **Do I have to pay Council Tax?**

Full time students do not have to pay Council Tax, but people in work do. The Council will deal directly with you over your council tax and it is your responsibility to make the necessary arrangements with them. You need to go to the Council Tax office in St Andrew's Street with a letter from the Tutorial Office confirming that you are a full time postgraduate student at Emmanuel. If your partner is also a full time student then neither of you will be eligible for

Council Tax. If your partner is working they will be eligible for Council Tax as if they were living in the flat by themselves (i.e. with a 25% reduction). Failure to do this will mean that you are charged at the full rate, and failure to pay a council tax bill will result in legal action being taken against you by the council.