

FINANCIAL INFORMATION FOR RESIDENTS

Please direct your questions to hfsinfo@uw.edu, 206-543-4059 or visit our office in 210 Lander Hall.

HFS charges

Your housing and dining are a separate charge from your tuition. Housing & Food Services (HFS) payments should always be made directly to HFS, never to the tuition account. Even if you can sometimes see HFS charges on your tuition account, you should check your HFS account for accurate information, and pay through that page.

HFS account

Every HFS transaction is recorded on your [HFS Statement of Account](#). Log in using your UW NetID.

You may have to change the date in the View Account History box to view charges older than 90 days.

The page displays the following information:

DOC DATE	DOC NUMBER	DESCRIPTION	CHARGES	CREDITS	ACCOUNT BALANCE
The date the transaction was posted on the account	The transaction number (used for internal purposes)	A summary of the transaction	Anything that has been charged	Anything that has been paid or credited	A running total on the account. Credits are shown in parenthesis, e.g., (\$115.00).

Payments

Your housing and dining are a separate charge from your tuition. HFS payments should always be made directly to HFS, never to the tuition account.

PAYMENT DUE DATES

9-month residence halls and apartments: Quarterly payments are due on the third Friday of each quarter, the same day tuition is due.

12-month apartments and family housing: Monthly payments are due on the first day of each month.

Incidental charges: Due at the end of the month the charge is incurred.

PAY ONLINE WITH A U.S. CREDIT CARD OR DEBIT CARD

Pay online with a Visa or MasterCard. HFS does not charge a convenience charge for using a credit card or debit card online.

[Log in as a resident to pay](#)

[Log in as a guest to pay](#)

[Pay without logging in](#)

PAY ONLINE WITH AN INTERNATIONAL BANK ACCOUNT OR CREDIT OR DEBIT CARD

HFS partners with Flywire to streamline the process for international payments. Flywire allows you to pay securely from most countries. With Flywire, you can pay in your local currency, select your preferred payment method, and benefit from competitive, discounted exchange rates.

[Pay using Flywire](#) (select the UW Seattle Housing and Dining Payment option)

PAY BY MAIL

The date your check is received in our office will be considered your payment date. If you choose to mail a check, please consider the amount of time it will take for it to arrive.

To submit a payment via check, write the UW student ID number and last name of the student you are paying on behalf of.

Please mail the check and a completed Check Remittance Form to:

University of Washington
Housing & Food Services
Financial Services Office
1045 NE Campus Parkway, Box 355607
Seattle, WA 98195-5607

PAY IN PERSON

You may make payments by check or cash at the Student Services Office, in 210 Lander Hall, Monday–Friday, 8:30 a.m.–4:30 p.m. We can only accept cash payments up to \$500.

PAY WITH FINANCIAL AID

9-month residence halls and apartments: Before the start of each quarter, HFS will submit charges directly to your financial aid/tuition account for electronic transfer of any available funds to your HFS account. If you don't have any or enough aid to cover the entire HFS bill, use one of the methods above to pay the remaining balance. See Financial Aid below for details.

12-month apartments and family housing: You can request to pay with financial aid when you fill out your HFS housing application. Then, before the start of each quarter, HFS will submit charges directly to your financial aid/tuition account for electronic transfer of any available funds to your HFS account. If you don't have any or enough aid to cover the entire HFS dining bill, use one of the methods above to pay the remaining balance. See Financial Aid below for details.

Financial aid

Financial aid can be:

- Loans
- Military and government sponsors
- Pell Grants
- Scholarships
- State of Washington 529 Plans
- GET

Any financial aid that is left after your tuition and fees are paid can be used to pay your HFS charges.

FINANCIAL AID AUTO PAY OR OPT OUT

If you live in a 9-month residence hall or apartment, HFS charges will be deducted automatically from any available financial aid each quarter when the aid is released. If you do not want this to happen, please email hfsinfo@uw.edu to notify us that you want to opt out.

If you live in a 12-month apartment or family housing and selected the Financial Payment Plan on your HFS housing application, HFS charges will be deducted automatically from any available financial aid at the beginning of each quarter when the aid is released. If you do not want this to happen, please change your selection to the Monthly Payment Plan.

You may check your [HFS Statement of Account](#) to see if you still owe money on your housing account after your financial aid has been applied.

HOW IT WORKS

1. We will submit your HFS charges to your UW financial aid/tuition account.

This is a continuous process that begins before the start of each quarter, just before financial aid is disbursed, and continues until the payment due date. During this period, if any funds are transferred to your HFS account, the amount will appear on your MyUW account as a “housing charge” and appear as a “payment” on your MyHFS account by the end of the following business day.

Your Tuition Account Balance on MyUW does not reflect your HFS balance. HFS charges shown on your MyUW page may not be an accurate reflection of your HFS account balance. Please check your [HFS Statement of Account](#) to ensure it is paid in full by the payment due date.

2. Financial aid is always applied to tuition and fees first. After tuition and fees are paid, UW Financial Aid will transfer any available remaining funds to HFS.

If there is more in your financial aid account than you owe for HFS charges, UW Financial Aid will transfer the funds necessary to pay your HFS charges. If there's not enough in your financial aid account to pay the entire quarter's HFS charges, UW Financial Aid will transfer the available funds to your HFS account, and then you can pay the remainder.

Be sure to confirm that your HFS charges are paid in full before using financial aid funds that were disbursed directly to you.

3. After the transfer period closes, HFS will send you an account alert, and you will be responsible for paying any remaining balance by the due date.

Housing deposit and application charges

A deposit is required for every student living with HFS. Your deposit will be refunded, minus any outstanding charges, when you permanently vacate from on-campus housing and have no future application or assignment.

When you apply for a residence hall room or 12-month apartment, you will be asked to pay a \$500 deposit to submit your application, unless you are approved for deposit deferment (see below). There is no application charge for residence halls or apartments.

When you apply for a family housing apartment, you will pay a \$25 application charge to submit your application. When you accept your apartment offer you will be asked to pay a \$300 deposit.

DEPOSIT DEFERMENT

If you are approved for a Pell Grant or State Need Grant, you do not have to pay a deposit to apply for a residence hall room or 12-month apartment. The deposit must still be paid, but it will be charged in two installments of \$250, to be paid along with the quarterly housing charges for your first two quarters of occupancy.

Family housing applicants are not eligible for deposit deferment.

Billing

The HFS Student Services Office manages billing for housing accounts. HFS charges for students in 9-month areas are billed quarterly; 12-month apartment and family housing charges are billed monthly. 12-month apartment and family housing charges for those who choose the financial aid payment option are billed quarterly for those months within each quarter.

Incidental charges (for, lock change, room change, etc.) are assessed at the time of service. If you are assigned after the term has begun, your account will be billed immediately.

Account alerts are sent by email monthly, on or around the 21st of each month.

You can view your account balance, transactions and due dates through your [housing account](#). Transactions may take more than a day to show on your housing account.

Late payments

There is a five-day grace period for all payment due dates. This means that you have five extra days to make your payment after the deadline.

If you don't pay by the end of the grace period, you'll be charged \$50 for late payment. Other results of a late payment may be suspension of a your Husky Card Account, suspension of your dining account, a hold on your UW enrollment and/or transcripts, denial of room change and sublicense requests, or termination of your housing agreement.

HFS is not responsible for late payments caused by a delay in U.S. mail or campus mail.

If you can't pay on time, please [request a payment due date extension](#) before the payment deadline.

ACCOUNT SUSPENSION

Your Husky Card Account and dining account will be suspended after a late charge is applied to your account. HFS will notify you by email of the final payment due date.

FINANCIAL TERMINATIONS

If your outstanding balance is not paid by the final payment deadline after your accounts are suspended, HFS will proceed with the financial termination of your housing agreement and require that you move out.

DELINQUENT ACCOUNTS

If your payments have been late, your account will be considered delinquent. HFS is obligated to report delinquent accounts if asked for in rental references. In addition, any special requests such as room change requests or sublicense requests may be denied until your account is paid in full.

If your agreement is terminated for financial reasons, you will not be eligible to live with HFS in the future.

Payment agreements

If you can't pay on time, please [request a payment due date extension](#) before the payment deadline. Requests received after the deadline may still be considered, but late charges will not be reversed.

As you consider requesting a payment agreement, please note the following:

- Accounts that are approved for a payment agreement will generally be given a payment due date extension through the end of the month in which the payment is due. A further extension may be requested but would only be approved on a case-by-case basis.
- HFS can't approve requests for monthly payment plans for residence hall residents.
- Students who are denied an extension, or who need an extension longer than the last day of the month, should consider a short-term loan through Student Fiscal Services to make their housing payment by the due date, or contact the Emergency Aid program.

EMERGENCY AID

If you are experiencing financial difficulty, please visit financial aid counselors in Schmitz 105 or the [Emergency Aid](#) page. This program is intended to act as a safety net for students who face unexpected costs that impede their ability to continue and succeed academically and personally while enrolled at the University of Washington. All currently enrolled students may be eligible for some form of assistance.

Student privacy

HFS will discuss policies and procedures in a general sense with any person who contacts us. We are also happy to speak with parents, guardians and family members regarding specifics of a student's account if the person inquiring is authorized by the student.

HFS will not release room numbers, account balances, or confirm if a student lives on campus to any unauthorized person including friends, relatives and parents.

HFS maintains its primary relationship with the student and communicates all expectations, obligations, requirements, and account and general information directly to the student. It is the student's responsibility to share information with their parents or guardians. HFS encourages parents and guardians to discuss a communication plan with their student to ensure they are kept up to date with relevant housing-related information.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) of 1974 (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records. Education records are those records, files, documents and other materials which 1) contain information directly related to a student; and 2) are maintained by an educational institution (20 U.S.C. § 1232g(a)(4)(A); 34 CFR § 99.3). FERPA applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

Generally speaking, FERPA requires a student's written consent for the UW to disclose a student's records or personally identifiable information from those records, even if the student is younger than 18 years old.

For additional information about FERPA, please visit the [UW Student Guide](#) and the [U.S. Department of Education](#).

ACCOUNT AUTHORIZATION

Authorization is required for HFS staff to discuss account activity including, but not limited to, housing applications, assignment status, charges, payments, balances and financial processes for your housing account. Authorizing someone to access your student account information will also grant them access to the Guest Portal, where they can see your account history and balance, and make payments to your account.

You may authorize HFS to discuss information with up to two people. Being authorized to receive information does not mean that HFS will directly contact that person; rather, HFS will be able to answer questions and provide specific information to the authorized party when asked. However, if you are assigned to a residence hall, HFS will email people who are authorized on your account when quarterly HFS statements are issued.

Access to HFS account information is assigned and functions separately from UW tuition and other UW departments' information access.

STUDENT CONDUCT RECORD INFORMATION AUTHORIZATION

Disclosure to a parent or guardian regarding a student's violation of any federal, state or local law, or any policy of the UW governing the use or possession of alcohol or a controlled substance, or when a student has committed a crime of violence, does not require the prior consent of the student if the student is younger than 21 years old.

AUTHORIZING RELEASE OF INFORMATION

You may authorize one or two people on your HFS Student Profile, which is found on your [MyHFS home page](#).

When you have questions

In person, please be prepared to show your Husky Card or other photo I.D.

By telephone, please be prepared to provide:

- Your student number
- Your full legal name
- Your date of birth

By email:

- Please use your UW email address.
- Include your full name.
- Include your student number.

When people you have authorized have questions

They should be prepared to provide:

- Your full legal name
- Their name as written in the authorization
- The four-digit authorization number (PIN) that you created when you authorized them

Authorized people may also log in the [HFS Guest Portal](#) to view your account history and balance.

Rental references

If you authorize a property management company or potential landlord to get reference information, HFS will respond with no additional authorization required. Information disclosed typically includes the dates of residency, rental amount, whether or not payments were made on time, and if you are eligible to live with HFS again in the future. Requests must be received by fax (206-543-3124) or email hfsinfo@uw.edu.

If you do not want your information shared via a rental reference, please contact HFS at hfsinfo@uw.edu to indicate that you do not want rental-history information shared.

Credit/debit card privacy

Credit/debit card information provided to HFS will be used only for the purpose of executing the requested transaction. HFS will not share your information with any company or individual. You will not receive any solicitations as a result of using your credit/debit card to make a payment to HFS.

Account refunds

Unless you owe for damages, cleaning, an unpaid balance, early termination, cancellation, etc., your housing deposit will be refunded after you vacate permanently.

DIRECT DEPOSIT REFUND

This is the fastest, easiest and safest way to receive a refund.

When you [sign up for direct deposit](#), your refund will go directly into your bank account.

Direct deposits can be sent to any financial institution within the U.S. that participates in the Automated Clearing House. Allow up to five days for your direct deposit information to become active in our system or for updates to take effect. You may add, delete or edit your bank information at any time. Please keep your account information current.

CHECK REFUND

If you haven't signed up for direct deposit information, your refund will be issued by check to any U.S. address. Update your address through your [MyUW](#) so the check can be delivered to the correct location.

Check refunds take longer than direct deposit refunds because of the printing and mailing time.

CREDIT CARD REFUND

If you haven't signed up for direct deposit information and don't have a U.S. address, your refund will be issued to the last credit/debit card used to pay your housing account.

If you don't receive your expected refund within a month of your vacate or cancellation, please contact the [HFS Financial Services Office](#).