

- **Damage appeals will be accepted online only.** Phone calls, text messages, office visits, or email to the Residence Life Office or any other office will not be accepted as an official appeal.
- The Housing Damage Appeals Committee will meet the week of July 8th, 2013 to review all officially submitted appeals. **Students will be notified of their appeal status via email by July 15th, 2013.** The Damage Appeal Committee consists of Assistant Directors of Residence Life, student representatives, and Physical Plant professional staff.
- All residents should have completed the online Room Condition Report (RCR) at the beginning of a term or when changing rooms within a term. The RCR is used to record any problems with the condition of the room/apartment when it is initially occupied. If the RCR was not submitted, it is assumed that there were no problems with the room/apartment when the residents moved into their room/apartment. Residents are held responsible for any damage when they move out unless 1) it was noted on the RCR, 2) it is normal wear and tear or 3) it is related to a maintenance problem reported in a work order to Physical Plant.
- You will be contacted if additional info is required for a decision to be reached. Submission of any falsified or untruthful info will be considered in violation of personal conduct and will be handled accordingly.
- Students may choose to pay the outstanding housing damage balance prior to the outcome of the appeal. If the appeal is in the favor of the student, those charges will be reversed and credited to the student's account.
- Partial reversals of charges are possible (i.e. some charges could stand while others may be reversed or decreased).
- If you are appealing a charge reasoning that one or more of your room/suitemates are responsible for the damage/charge in question, you must, in addition to your own written appeal, contact your room/suitemate with this concern. Your room/suitemate must submit a separate form attesting to his/her responsibility for the damage/charge in question.
- As stated on page 36 of the Student Handbook, "Public area damage that cannot be attributed to specific individuals or is not the result of normal wear and tear will be divided equally among the residents of the hall or floor, whichever is appropriate, at the time of the loss or damage." **Community damages cannot be appealed** since no one individual was identified to be held responsible for those charges. However, if you have been charged communal damages in error because you did not live in the area for which you were billed, you may indicate such on the appeal form and a correction will be made, if appropriate.
- Professional Physical Plant and Residence Life staff members conduct final damage assessments. RAs are not responsible for assessing damage charges during checkout.
- All keys must be returned at the time of checkout. If you return your key after your scheduled checkout date, the locks will be changed and you will be charged.
- Transcripts will not be released with a balance due.
- **All decisions made by the Housing Damage Appeals Committee are final.**