

The Appeals Process

If your room/suite accrues damage throughout the year—you will receive notification in the mail over the Summer detailing the charges for restoring the room to its initial condition. This notification will include a description of damages and an appeal due date.

You have the right to appeal the damages listed on your bill as long as you followed full check-out procedures. If you have filled out an Express Check-Out Form—you have waived your right to appeal (this is stated on the form.) **Also, any Public Area Damage in your building cannot be appealed.**

End of Year Billing Appeals

Please note that Public Area Damages done in the Residence Halls cannot be appealed. In addition, fines get posted before letters arrive. Letters are mailed on May 31st and contain detailed information regarding any fines that you are being charged with.

To appeal any charges for your room/suite please contact your respective Coordinator of Residential Engagement (CRE). All appeals must be written through email. The CRE forwards all requests to Facilities. The CRE is only able to grant/deny any ResLife charges, **not** Facilities charges. Once the appeal has been received, the CRE will make any recommendations to Facilities that may be necessary for the student. The Facilities Department and/or a representative from Facilities will contact you and the Business Office should they decide to grant and appeals.

We try our best to avoid any charges that may not be necessary, but because on occasion restoring areas to livable conditions does take work, we need to make sure that our means are available to ensure a great impression for the next residents.