

Villanova University
Office for Residence Life

June 2017

Dear Resident Student:

This letter provides you with information about residence hall related damage charges posted against your account.

INDIVIDUAL ROOM DAMAGES

When you moved to your residence hall in August, you were given the opportunity to review your “Room Condition Form” [RCF] online. The RCF listed the condition of each item in your room/apartment. You were also given the opportunity to edit the form online to ensure that it accurately reflected your own perception of the condition of each item.

In April, we distributed information via email and in floor meetings about checkout procedures, room/apartment condition assessments and end-of-year damage billing. After your departure, representatives from Residence Life evaluated the condition of your room/apartment and noted damages that were beyond what might reasonably be expected through normal wear and tear and determined if any university furniture was missing or damaged beyond repair. We also compared the current condition of the room /apartment against the condition noted on your RCF.

After review of your RCF, it was determined that your account would be charged for damages to your room/apartment. Students are billed based on the cost of labor and materials associated with the specific repair work required. Unless Residence Life was previously informed otherwise by the residents of the room, charges have been evenly divided between all residents of the room/apartment. The charges may also reflect:

- Replacement costs for missing or damaged furniture and mattresses;
- Fees associated with the removal of excessive trash, non-standard furnishings, carpet remnants, and excessive cleaning beyond routine summer maintenance;
- Fines for fire safety violations.

You may obtain an explanation of the charges via the University’s NOVASIS system. **You can access NOVASIS via MyNova.** At the Residence Life menu in NOVASIS, click on “Room/Hall Damage Account”. This will bring you to a page itemizing damages for your individual room or apartment unit.

APPEALS

If a student believes that a charge has been assessed in error, he/she may submit an appeal to Residence Life.

Appeals must be submitted by August 7, 2017 via the “Damage Appeal” form found at the student housing website - <https://housing.villanova.edu>. Appeals will not be taken by telephone or by email.

PLEASE NOTE

- **Appeals received after August 7, 2017 will not be considered.**
- Prior to submitting your appeal, we recommend that you speak with roommates who departed after you to determine what, if any, damage may have been done subsequent to your departure.
- Once you submit your appeal, you will be contacted by email by the appropriate member of the Residence Life staff within 5-7 business days.

Thank you for your attention to this information.