

Villanova University
Office for Residence Life

June 2016

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 into your on-campus housing assignment you were given the opportunity to review your “Room Condition Form” [RCF] online, which 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. 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. The charges may also reflect fees associated with the removal of excessive trash, non-standard furnishings, carpet remnants, and excessive cleaning beyond routine summer maintenance. Unless Residence Life was previously informed otherwise by the residents of the room, damage charges have been evenly divided between all residents of the room/apartment.

Students are billed based on the cost of labor and materials associated with the specific work required. Replacement costs for furniture, carpeting and blinds are actual prices supplied by vendors.

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 the appropriate Residence Life Staff Member.

Appeals must be submitted **in writing via email by the resident of the room** to the Office for Residence Life **by August 1, 2016. Appeals will not be taken by telephone.**

Appeal emails should be directed as follows:

<i>Hall</i>	<i>Res. Life Staff</i>	<i>Email address</i>
St. Mary's, Fedigan, Delurey, O'Dwyer, Simpson, Moriarty, Alumni, Austin, Corr, St. Rita's	Michael Morris	<u>michael.p.morris@villanova.edu</u>
West Campus Apartments	Kelly Dougherty	<u>kelly.dougherty@villanova.edu</u>
Stanford, St. Monica, Katharine, Caughlin, McGuire	Alissa Perez	<u>alissa.perez@villanova.edu</u>
Good Counsel, Sheehan, Sullivan	Katie Muttitt	<u>kaitlin.muttitt@villanova.edu</u>

PLEASE NOTE

- **Appeals received after August 1, 2016 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.
- Appeals for room damages predicated on the responsibility of one roommate over another cannot be considered unless accompanied by a letter or email from the individual willing to accept full responsibility for the damages in question.

Thank you for your attention to this information.