

DAMAGE CHARGE APPEAL: *GUIDELINES AND FORM*

Charges for damages in residence halls are assessed to residents in accordance with the Residence Hall License Agreement and Housing & Residential Life's *Policies & Procedures for Hall Living*. All residents agree to and sign the Residence Hall License Agreement at the time of application for assignment to residence halls.

Damage charges are addressed in the License Agreement ***Damages and Losses*** (paragraph 12, sec.a, b, c):

- a. You are financially responsible for all damages to and losses of University property attributable to your act, omission, neglect or participation in any group activities.
- b. You are responsible for removing your own personal trash and placing it in the designated outside receptacle. You will be charged a fee of \$45 for each bag/box of trash found in a community area of the Residence that is identified as yours.
- c. **In the event that damage charges cannot be attributed to a specific resident or a group of residents, such as trash found or damages occurring in a community area of the Residence, the charges will be divided equally among all non-staff residents of a wing, floor or Residence.**

In addition, all damage charges will include a 10% administrative fee. If you witness a damage occurring, it is in your best interest to report this information to the appropriate Community Director or staff member.

See: [License Agreement \(inside your housing contract\)](#)

All residents agree to and sign Housing & Residential Life's *Policies and Procedures for Hall Living*. A copy is provided online on the Housing webpage. Damage charges are addressed in the *Policies & Procedures for Hall Living* as follows: "When you vacate your room; any damages to the room or furniture may result in additional charges."

See: [Policies & Procedures for Hall Living](#)

Wing/hall-wide damage charges are assessed only after Housing & Residential Life staff makes every effort to identify the person/people responsible for the damage. Residents are made aware of wing/hall-wide damage charges throughout the year to provide them with the opportunity to assist in identifying those responsible. Once the academic semester ends and all residents have checked out, wing/hall-wide damage charges are final and are **not** appealable.

There is no "**lost and found**" once the residence halls officially close. Any student belongings left behind after official closing or after a student's check-out date are designated as **Abandoned Property**, bagged, labeled with name of owner (if possible), and stored by Housing for 21 days after the date of check out/abandonment of items. After the 21 day period of storage ends, the items are donated to designated community partners or disposed of with the trash, as necessary and appropriate. The value of left/abandoned items is not a consideration for an appeal.

If you wish to appeal a damage charge assessed to your account, you must submit your appeal in writing. Appeals will not be considered unless they are submitted in writing by the student charged. Parents and others are welcome to provide relevant supporting documentation, but the appeal must be written and submitted by the student in order to be considered. **Room or personal damage charges assessed for a particular academic year ending in May can only be appealed up to 60 days after the date of the student's check out, OR until July 31 of the same year, whichever comes first. Appeals received by the department 61 days after the student's check out date, OR on or after August 1st will not be considered.**

Criteria for an Appeal

The following criteria are considered by the Damage Appeals Committee when reviewing Damage Appeals. The committee may also consider extenuating circumstances not listed below, but the following items are primary factors under consideration for damage appeals.

1. **Proper Procedures were not Followed**
 - a. Charge was not totaled accurately/correctly
 - b. Split* charges were not divided, or not divided correctly/accurately or indicated on the Housing Condition Report (HCR) at time of check out
 - c. Charge was inconsistent with actual damage
2. **Not Enough Evidence Present to Uphold Charge**
 - a. Student provides photo documentation that damage did not exist or was not their responsibility
 - b. Student provides evidence that they indicated the damage as existing at the time of their check-in via the Housing Condition Report (HCR)

***Split charges** refer to charges that are assessed to each resident in the room for a damage that the residents are equally responsible for, and split charges should be divided equally among all residents of a given room.

To appeal a damage charge, complete the "Damage Charges Appeal Form" and return it along with a detailed, written explanation of why you are contesting your damage charge(s), supporting documentation or pictures, and the dollar amount you are appealing. Damage appeals are reviewed by a damage charge appeals committee and the results and decision of this review will be emailed to you. The decision by the committee is **final**. Appeals should be emailed, mailed, or faxed to the following:

housing@arizona.edu

Fax: (520) 621-8533

**The University of Arizona
Housing & Residential Life
Damage Charge Appeals Committee
EI Portal, 2nd Floor
P.O. Box 210182
Tucson, AZ 85721-0182**

DAMAGE CHARGES APPEAL FORM

Please print

Name:			
	<i>(Last</i>	<i>First</i>	<i>M)</i>

Student 9-Digit ID#:	
Hall and room number where you lived:	
Current address (where you are living now):	

<i>Street Address</i>		
<i>City</i>	<i>State</i>	<i>Zip Code</i>

Phone (XXX-XXX-XXXX):	
Email:	
Roommate(s) full name:	

Important notes: Only personal damages are appealable—wing and hall-wide damages are ***not***. There is ***no “lost and found;”*** once the halls officially close or you have checked out, *anything* left behind is designated as Abandoned property (see guidelines above for details). If you did not complete a proper check-out with a staff member, (Improper check-out) you waive your right to appeal certain damages.

Please complete the following information

1. What was the date you completed a proper check out from the hall through a staff member? <i>(MM/DD/YY)</i>

2. Did a staff member inspect your room with you as part of your check-out? If yes, what was their name, if known?

3. Did you check out before or after your roommate(s)?

4. Please attach a detailed explanation of why you are contesting your damage charges, supporting documentation or pictures, and the specific item(s) and dollar amount you are appealing.
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Return your letter, this completed form and any supporting documents to:
housing@arizona.edu
Fax: (520) 621-8533

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