



DEPARTMENT OF RESIDENTIAL LIFE

UNIVERSITY AT ALBANY State University of New York

Dear Student,

This letter is intended to guide you through the Residential Life Quad Damage Appeal Process. Please pay particular attention to deadlines and instructions so that a quick and accurate determination of your appeal can be made. Should you have any questions please feel free to contact us at 518-442-5875 or via e-mail at Reslife@albany.edu.

- **The Appeal Process *Deadline* is 30 days from the invoice Date.** All appeals submitted after this 30 day period will not be considered unless there are extenuating circumstances.
- Appeals **Will Not Be Accepted Via Telephone.**
- All appeals will receive notice via the e-mail address or alternative means of contact listed in part “C” below within four to six weeks regarding the status of their appeal. **The Hearing Board’s Decision IS FINAL and cannot be appealed. Please make sure all information and/or documents are submitted with your appeal.**
- A hold may be placed upon your student records if an appeal and/or payment is not made by the indicated deadline.
- The following are grounds for filing a Damage Appeal:
 1. Damage you believe to be the result of “Normal” wear and tear.
 2. Incorrect and/or billed in error.

A. Determination of charges

The University’s Physical Plant Department is responsible for all repairs and determines the cost of the damage. These amounts are pre-determined and are based upon charges for time/labor and materials. **The cost to repair or replace fixtures in rooms may NOT be appealed.** Final room inspections are *Not* conducted by student staff at the time of check-out. Resident Directors and Quad Coordinators are responsible for assessing damages in rooms and conduct inspections within 48 hours of the buildings closing for the semester or academic year, or within 48 hours of departure at all other times.

B. Instructions

1. Either submit form electronically via an email attachment to Reslife@albany.edu , or by standard mail to the address listed below.
If submitting your appeal via mail, please include the completed Appeal Form, a copy of your billing statement from Student Accounts and supporting documentation.
2. Are you appealing a charge for Empire Commons of Freedom apartments? Please use the form designated for apartment appeals.
3. All appeals sent via the US postal service should be addressed to:

**Attention Quad Appeals Board
Department of Residential Life**

State Quad U-Lounge
1400 Washington Avenue
Albany, NY 12222

* This form can be submitted by e-mailing it as an attachment to Reslife@albany.edu

C. Appeal Form

Student's Name: _____ Student UAlbany ID Number: _____

E-mail address to which you would like the appeal response sent: _____

Student's phone number: _____

I am disputing a charge for the following semester (please check): _____ Fall 08 _____ Spring 09

Disputed Damage Location

Quad: _____ Hall: _____ Suite & Room Number: _____

My appeal is based on the following (please check all that apply):

- Damage you believe to be the result of "Normal" wear and tear.
- Appears to be a duplicate charge
- I was not a student at this time
- Other- please list specific information on the statement page below

Before submitting this form, review the list below of circumstances that are not considered grounds for an appeal. Please see specific listed instructions and/or information listed for each:

My roommate did it...

According to our records, there is no responsibility form on file, therefore all charges are divided equally amongst roommates or suitemates, as applicable. If you feel the charges are the responsibility of a roommate or suitemate, please contact them directly. If the individual(s) contacts Residential Life at reslife@albany.edu with written permission to move the charge from your account to their account, the Department will be able to move the damage charge.

I was told there was no damage when I checked out...

The Room Condition Report is completed by a Professional Staff Member AFTER students have checked out and the Residence Halls are closed. In order to avoid confusion on the matter, we state this in the Closing Newsletter that is delivered to students and in the letters mailed to parents containing pertinent information regarding closing procedures, dates and times. This is also covered in both the mandatory closing and damage billing meetings held in the Residence Halls. During check out, the staff will only check whether keys have been returned and swipe the University issued ID card to deactivate card access and track that the student has moved out of residence.

I returned my keys after I moved out...

The Room Condition Report that was completed and signed by you and a Resident Assistant at check out indicated that no keys were returned at the time of departure. Consequently a lock change has taken place at the cost of \$79.00. Keys MUST be returned at the time of departure.

Please note

A hold may be placed upon your student records if an appeal and/or payment is not made by the indicated deadline. If you have a hold on your account and it is hindering your ability to obtain needed documentation or register for classes, you may pay the amount due. This will not effect the appeal process, any appeal that is granted will be credited to your account. We are not able to lift a hold on your account temporarily while an appeal is pending.

Clearly write a statement below with the grounds for your appeal.