Dear Student,

This letter is intended to guide you through the Residential Life 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 listed on the appeal form, or alternative means of contact listed within four to six weeks regarding the status of their appeal. The **Residential Life Staff's Decision IS FINAL and cannot be appealed.**
- 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 departure.

**B. Instructions**

1. Please submit the form electronically via email attachment to Reslife@albany.edu using “damage appeal” as the subject.
2. Are you appealing a charge for Empire Commons, Liberty Terrace or Freedom Apartments? Please email univapts@albany.edu using “damage appeal” as the subject. You **DO NOT** need to fill out a damage appeal form if you live on Empire Commons, Liberty Terrace or Freedom Apartments.
3. All appeals sent via postal service should be addressed to:

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

Student's Name: ____________________________

Student UAlbany Identification Number: ______________________

Student's e-mail address: ________________________________

Student's phone number__________________________________

I am disputing the following semester (please check) Fall 2019_____ Spring 2020_____

Disputed Damage Location
    Quad: ________________
    Hall: ________________
    Suite & Room Number: ______________

My appeal is based on the following (please check)

____ 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
____ My roommate did it
____ I returned my keys after I moved out
____ Other Please list below

__________________________________________________________________________________
__________________________________________________________________________________

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

*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.