DAMAGE APPEALS

In the event that you are charged fees for damage, you will have a means to appeal them through an online Housing Damage Appeal Form. This form will be available to you from **June 1st, 2014 until July 1st, 2014** on the Southwestern University Residence Life webpage. If you are assessed damage fines, the Business Office will notify you of these fines in your June billing statement. An itemized damage statement will be sent to you by your Southwestern email.

- Damage appeals will be accepted online only. Phone calls, text messages, office visits, or email to the Residence Life Office or any other office will not be accepted as an official appeal.
- Students will be notified of their appeal status by July 18th, 2014.
- Students may choose to pay the outstanding housing damage balance prior to the outcome of the appeal. If the appeal is in the favor of the student, those charges will be reversed and credited to the student's account.
- Partial reversals of charges are possible (i.e. some charges could stand while others may be reversed or decreased).
- If you are appealing a charge reasoning that one or more of your room/suitemates are responsible for the damage/charge in question, you must, in addition to your own written appeal, contact your room/suitemate with this concern. Your room/suitemate must write a separate letter attesting to his/her responsibility for the damage/charge in question.
- Professional Physical Plant and Residence Life staff members conduct final damage assessments beginning the Monday after Commencement Weekend.
- All keys must be returned at the time of check-out. If you return your key after your scheduled check-out date, the locks will be changed and you will be charged.
- **All decisions made by the Housing Damage Appeals Committee are final.**