**Damage Billing Process**

**RA Check-Out and Inspections**
It is recommended that all students schedule check-out appointments with RAs so as to be present for the initial room condition inspection. By choosing this option, students may provide clarifying information on damages and retain their right to appeal. RAs DO NOT make damage billing decisions.

**Residence Life & Facilities Walkthroughs**
Following move-out, Residence Life and Facilities professionals inspect every room, apartment and common area on campus, noting damages and excessive cleaning requirements along with general wear-and-tear issues that will be addressed but not billed to students. Additional damages that were not identified during the RA check-out may be identified. Photos are taken of all billable damages or cleaning charges.

During these inspections, our staff will: conduct their own thorough inspection, review RA check-out notes along with pre-existing issues noted on the RCR. Any damages or excessive cleaning charges will be billed using standard repair/cleaning rates provided by SJU Facilities. If the issues are in a common area or no individual took responsibility, the costs will be split evenly among all residents of the room, apartment or community. **Professional staff DO make all damage billing decisions.**

**Damage Billing Examples**

**Excessive cleaning**
While a normal level of required cleaning is expected, students who leave trash, significant dust, stains, residue, etc. behind will be charged for the extra cleaning.

**Belongings left in the room**
All student belongings MUST be removed at the end of the year. Any items left behind must be collected, removed and disposed of by housekeeping, adding time and cost to the cleaning process. Please make sure to remove, dispose or donate all belongings.

**Wall damage**
We want all of our students to move into clean and fresh spaces that they can make their own. Please do not leave posters, stickers, tape, nails, hooks, or anything else on the walls. Repair and repainting needs will be billed as damage.

**Furniture damage**
We need to ensure all of our furniture is fully functional. We will be looking for issues like, missing furniture, broken drawers, graffiti, rips/tears, burn marks, etc.

**Broken window blinds/shades – Torn/missing screens**
If these have been damaged, please use the Damage Claim Forms if a specific roommate wishes to take responsibility.

**Damage Appeals**
Following receipt of a Damage Billing Notification e-mail, students may submit an appeal of the charge to a specified Residence Life staff member (usually your RAM). An appeal may consist of a simple request for clarification, further information on the cause of the damage and/or denial of responsibility. All appeals will be reviewed in a timely manner along with the walkthrough notes and damage photos.

**Appeals must be received by June 29th**
Specific instructions for who to contact for your appeal will be listed in your Damage Billing Notification e-mail. If you need clarification, you may always e-mail or call our central office.

Please note that students who choose the EXPRESS CHECK-OUT option are not eligible to appeal damage charges. We recommend students schedule a check-out appointment with an RA and utilize the Damage Claim Form to ensure any damage charges are appropriately assigned.

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**SAYING GOODBYE TO 2017-2018**

Whether it was your first or final academic year here at Hawk Hill, we hope it has been a good one. It has been a pleasure being a part of your campus experience. From the Residence Life Central Staff, RAMs, and RAs, we want to say thanks for the memories and have an amazing summer!

Please take time to review this edition of New From The Nest for information regarding the closing and move-out processes.

**Topics Include:**
- The closing timeline
- Expectations for room condition
- How to check out and return your key(s)
- The damage billing process
- Move-Out Quick Tips

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**HAVE A NEED FOR SUMMER HOUSING?**
Our office offers several options for students taking part in summer courses, research, co-op, etc. Philadelphia is a great place to spend a summer!

**Check out our website**
for full information and the application
**2 Ways to Checkout**

In-Person Checkout Process (Recommended)

Sign up for an appointment with an RA at least 24 hours in advance. Sign-up sheets are available on your RA's door. At the time of the appointment, you room/apt should be completely empty and clean for the RA to complete the inspection in your presence.

Stop by the RA office or reach out to your area's RAM for more information.

Express Checkout Process

If you don't feel the need for an in-person checkout, you may use this process. Simply turn your keys in by placing them in a Express Checkout envelope, completing the information and dropping them in the key box at your area’s front desk. Make sure you have completely moved out, cleaned your space and return the furniture to its original configuration.

DISCLAIMER: Using Express Checkout waives your right to appeal damage charges

Key Return
It is essential that all keys be returned in a timely manner. Several of the buildings are used for summer housing and conferences, so the keys will need to be re-issued quickly. You may turn in your keys at the RA office in your area or the Express Checkout box at the front desk.

A late fee of $25 will be applied for keys returned following move-out week.

What if I know I lost my key?
Any students who are unable to return their key(s) at the end of the semester will be billed for the required lock change. If you have already lost your key, we recommend you stop by our office to request a lock change now. That way you will have a key and be able to secure your space until you move out.

**A Word About Trash**

During the week of closing, trash closets will be locked in most buildings. We ask that all trash and recycling be taken to the appropriate dumpsters. If you have usable items that you no longer want, consider donating them. If trash becomes an issue in the halls, check-outs may be halted until it is removed. Any trash left in the rooms will result in a damage charge.

**Damage Claim Forms**

In many cases, a wall or piece of furniture was damaged during the course of the year, but not all residents of the room were responsible. Use these forms to take responsibility for any damages that you caused. Your roommate(s) will greatly appreciate it. NOTE: These forms can only be filled out by a student taking responsibility and cannot be used to assign damages to another student.

**Microfridge Returns**
If you rented a Microfridge, make sure that it is defrosted and thoroughly cleaned before you move out. You may leave it in your room, labeled with your name. If you have switched rooms, please contact Campus Specialties Inc. to inform them of the space where they might pick it up - Contact information can be found at www.mymicrofridge.com

**How To Move It All**

If you live locally, we highly recommend taking some of your belongings home early. The parking lots and elevators get very busy during the last few days. Save yourself the hassle.

A limited number of laundry carts will be available at select locations. To use a laundry cart, students must sign them out at the RA office. Please be mindful of others, using the carts for 20-minutes or less.

Laundry carts are not available at the following locations due to accessibility:
- Ashwood
- Campus Houses (All)
- Lancaster Court
- Moore Hall
- Penbrook
- Townhouses

We recommend you consider bringing a hand truck from home to aid your in your move.

**How to Move Out: Step by Step**

**Prepare:**
Read The News from the Nest, Know the dates & Ask Questions

**Pack:**
Boxes, bags and bins are your friends. Don’t wait. Get started!

**Clean:**
Rooms should be clean, swept & returned to the original layout

**Check Out:**
Schedule an appointment with your RA to officially check out

**Return Keys:**
All keys should be returned at the RA office or in the Express Box

H ave A Great Summer!