

Housing Damage Charge Appeal Guidelines

Students assessed damage charges can appeal them by completing the Housing Damage Charge Appeal Form. The following guidelines apply to appeals:

- All appeals must be received in writing through mail or email within 30 days of the charge being posted to their account.

Email: housingservices@calpoly.edu

Mail:

Planning & Support Services
Damage Charge Appeals Committee
1 Grand Avenue
San Luis Obispo, CA 93407-0139

- Appeals are not considered unless they are submitted in writing by the student who was assessed the charge.
- Appeals are only accepted ***within 30 days of the charge being posted***. Appeals submitted after this date will not be considered, and all charges will stand.
- Personal damage charges are the only charges that can be appealed. Damage charges for common areas (living room, kitchen, bathroom, lounge, etc.) will not be reversed.
- Students who did not perform a proper checkout waive all rights to appeal damages assessed to their student account.
- Students are notified by email of the status of their appeal.
- Holds are placed on student records. Transcripts are not released with a balance due.
- Students may choose to pay the outstanding housing damage balance prior to the outcome of the appeal. If the appeal is in favor of the student, the 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 one roommate or suitemate vacates before the other(s), and there is damage assessed to a common area (living room, kitchen, bathroom, etc.), all residents assigned to that apartment, room or suite will be charged equally until the person responsible can be identified in writing. Residents must come to an agreement, and the responsible party must provide signed documentation acknowledging their responsibility to University Housing by email to housingservices@calpoly.edu from their Cal Poly email account.
- All decisions of the Damage Charge Appeals Committee are final.