Housing Charge Appeal Guidelines

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

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

Email: housingservices@calpoly.edu
Emailed forms must be submitted from the student’s Cal Poly email address.

OR

Mail: Planning & Support Services | Housing Charge Appeal Committee
University Housing | 1 Grand Avenue | San Luis Obispo, CA 93407-0139

• The Housing Charge Appeal Form and Housing Charge Appeal Guidelines can be found on the Cal Poly Housing website on the Policies page. (http://www.housing.calpoly.edu/content/university-housing-policies)
• 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.
• The types of charges that can be disputed with the Housing Charge Appeal Form are damage charges, key charges, and improper checkout charges.
• A separate appeal form must be submitted for each charge.
• Students are encouraged to pay the outstanding charge prior to the outcome of the appeal. If the appeal is in favor of the student, the charge will be reversed and credited to the student’s account.
• Holds are placed on student records. Transcripts are not released with a balance due.
• Personal charges are the only charges that can be appealed. 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.
• Partial reversals of charges are possible (i.e., some charges could stand while others may be reversed or decreased).
• If one roommate or suite-mate 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 unless 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.
• Students are notified by email of the status of their appeal.
• All decisions of the Housing Charge Appeal Committee are final.