UNIVERSITY POLICY SA-04.01-11/18

TO: The University of West Florida Community

FROM: Dr. Martha D. Saunders, President

SUBJECT: Appeal of Housing Cancellation and Fees

Responsible Office: Division of Enrollment and Student Affairs

I. Purpose:

To establish the standard practice for reviewing and responding to Housing contract cancellation requests and the appeal of any Housing fee or charge including but not limited to contract cancellation fee, key replacement fee, cleaning or damage fee, and late rent fee.

II. Who Does this Govern and Who Needs to Know this Policy?

Students living, or contracted to live, in on-campus residential housing.

III. Policy:

A. Housing fees and charges (Housing Fees) include direct cost recovery issues (damage repairs) and other fees, fines and penalties.

1. An appeal of Housing Fees must be submitted online via the Housing website. Additional supporting documentation (if any) must be submitted to the Housing Central Office or emailed to housingaccounts@uwf.edu.

2. All appeals of Housing Fees will be reviewed and acted on by the Housing Fee Appeal Committee (Committee). Authorized Housing staff may resolve an appealed issue prior to Committee review.

3. In the event that the student is not satisfied with the results of the first level appeal (the Committee), they may request that the appeal be reviewed by the Director or Housing and Residence Life (Director). The appellant is encouraged to include any additional narrative or supporting document that might influence the Director’s decision.

4. In the event that the student is not satisfied with the results of the second level appeal (Director), they may file a written appeal to the Vice President for
Enrollment and Student Affairs within 14 calendar days of the Director’s decision. The Vice President (or Designate) may ask for additional information and will review and respond in writing.

5. The decision of the Vice President or designate is the final decision of the University.

B. Housing contract cancellation is governed by the applicable Housing Contract Terms and Conditions (Contract) executed by the student (or the parent in the event the student is under 18 at the time of execution).

1. The request to cancel an executed Contract must be submitted online via the Housing website. Additional supporting documentation (if any) must be submitted to the Housing Central Office or emailed to housingaccounts@uwf.edu.

2. The request to cancel an executed Contract will be first reviewed and acted on by a designated member of the Housing assignments staff. The outcome of this review will be solely based on evidence of a contractually stipulated cause for cancellation (for example, no longer enrolled at UWF).

3. In the event that the student (or parent if student is under 18) is not satisfied with the results of this administrative review, they may appeal to the Housing Fee Appeal Committee (Committee). The appellant is encouraged to include any additional narrative or supporting document that might influence the Committee’s decision.

4. In the event that the student (or parent if student is under 18) is not satisfied with the results of the appeal, they may request that the appeal be reviewed by the Director of Housing and Residence Life (Director). The appellant is encouraged to include any additional narrative or supporting document that might influence the Director’s decision.

5. In the event that the student is not satisfied with the results of the second level appeal (Director), they may file a written appeal to the Vice President for Enrollment and Student Affairs within 14 calendar days of the Director’s decision. The Vice President (or Designate) may ask for additional information and will review and respond in writing.

6. The decision of the Vice President or designate is the final decision of the University.

C. The Office of Housing and Residence Life is responsible for maintaining an accessible online appeal process and responding to appeals in a timely and efficient manner.
IV. Authority and Related Documents:

FL BOG Regulation 7.003 Fees, Fines and Penalties; UWF/REG-1.005 Code of Penalties; UWF/REG-4.008 Tuition and Fees, Fines and Penalties; Dormitory System Management Agreement; University Housing Contract Terms and Conditions; University Housing Handbook.

Approved by: Dr. Martha D. Saunders, President
Date: 11-1-18