

Frequently Asked Questions

What is damage billing?

Communal living requires communal responsibility. While vandalism is an unfortunate reality of collegiate residential living, The College of New Jersey's damage billing process is designed to carefully balance fiscal and social responsibility. Throughout the year, residents are encouraged to take responsibility for communal spaces by reporting damages to the Facilities Department, their Community Advisors, or the building's Residence Director.

If residents witness vandalism, they should immediately contact Residential Education and Housing staff or Campus Police and file a report. If vandalism occurs and no one from the community takes responsibility, these charges will be divided amongst the floor or building where appropriate. This approach to damage billing increases ownership in the community, fosters a sense of shared responsibility, and allows Residential Education and Housing to avoid raising the room and board fees to compensate for malicious behavior.

How do I understand my bill?

The following are the codes used to assess where the damage charges occurred and who is charged:

RD	room damages, applied only to the resident(s) of the room
FD	floor damages, applied to all residents of the floor
BD	building damages, applied to all residents of the building
CA	common area damages
IC	improper checkout
DR	dirty room charge
KEYS	lock change charges (unreturned or lost keys)

What if I believe the housing fine has been posted in error?

While floor, building, and common area damages cannot be repealed, students may appeal room damage charges if the fine is posted in error.

I paid the Housing Damage Allowance of \$20 already. How has this been taken into account?

Student Accounts has applied the \$20 damage allowance in the following fashion:

- If your damage total is under \$20, you will receive a credit of the difference of the \$20 and the total damage charges. Please keep in mind that if you have any other outstanding charges on your account, this credit will offset those charges.
- If your damage total equals \$20, you will not see any charges or credits since the \$20 allowance covers the exact amount of your charges.
- If your damage total is more than \$20, you will see a charge for the difference of the \$20 and total damage charges. You will be responsible for paying this difference to Student Accounts.

How do I pay?

Damage charges will be added directly to the student's account on PAWS and must be paid as dictated by Student Accounts. Any and all appeals for damage charges must be received by August 3, 2012.

Where can I get more information?

For more information related to housing fines and the appeals process, please visit our website at:

<http://housing.pages.tcnj.edu/living-on-campus/policies-and-regulations/hall-damages>.

You may also contact the summer billing manager at halldmgs@tcnj.edu or 609-771-3252.