

NOTIFICATION OF HOUSING FEES ADJUSTMENTS/REFUND

Dear SF State Resident Students,

The last few weeks have been stressful for many of you as the university's response to the pandemic evolved quickly in response to local conditions and state mandates. With the state under stay-at-home orders from the Governor and instruction moved to virtual and remote modalities for the rest of the semester, Housing and Residential Life staff have been developing plans for account adjustments or refunds for housing and dining to students who have left housing or are in the process of moving out.

Please review the following scenarios and follow the direction that best defines your current situation. A few of these include steps which will assist you in formalizing your move-out and cancelling your license agreement:

- **S1** | You have returned home and your belongings remain in your campus residence and you need to return to campus to retrieve them.
- **S2** | You have returned home and do not need to return to campus to retrieve belongings.
- **S3** | You remain in on-campus housing and are planning to permanently return home.
- **S4** | You remain in on-campus housing and are planning to stay through the remainder of the semester.

While these scenarios should address most of our students, if you do not find your situation represented in this email, please reach out to the Student Housing Office at (415)338-1067.

S1 | You have returned home and your belongings remain in your campus residence and you need to return to campus to retrieve them

To initiate the credits and/or refunds of your housing installments, complete the following steps:

1. Log into the [SF State Housing Portal](#)
2. Click on the *Statement of Move-out and Cancellation* link located on the left side of the page under Quick Links
3. Fill out and submit the *Statement of Move-out and Cancellation form*.
This form will help us capture relevant information regarding your move-out date, personal property and will activate your housing adjustments or refund process.
4. Return to campus, when deemed safe and appropriate by the University, to pack up any remaining belongings* (Dates pending retraction of Stay-at-Home Order)
5. Before departing campus, complete your express checkout with Residential Life and return your keys to:

- Student Housing Office: *Payment Drop Box* located on front door at 800 Font Blvd, San Francisco, CA 94132 **(Note: credits and refunds will not be processed until your keys are accounted for)**

We are mindful that the State of California is presently under a Stay-At-Home order and should you need to return to campus, that it is only to retrieve essential property (medication, essential supplies required for remote learning, personal identification documents such as passport or driver's license).

Your community building may or may not have staff support available. We ask that you please reference the communication at the desk should you need to get in contact with a Residential Life team member.

S2 | You have returned home and do not need to return to campus to retrieve belongings.

To initiate the credits and/or refunds of your housing installments, complete the following steps:

1. Log into the [SF State Housing Portal](#)
2. Click on the *Statement of Move-out and Cancellation* link located on the left side of the page under Quick Links
3. Fill out and submit the *Statement of Move-out and Cancellation form*.
This form will help us capture relevant information regarding your move-out date, personal property and will activate your housing adjustments or refund process.
4. If you didn't return keys upon departure, please mail your keys to:
SF State Housing
800 Font Blvd.
San Francisco, CA 94132
(Include name and SFSU ID)
(Note: credits and refunds will not be processed until your keys are accounted for)

S3 | You remain in on-campus housing and are planning to permanently return home.

To initiate the credits and/or refunds of your housing installments, complete the following steps:

1. Log into the [SF State Housing Portal](#)
2. Click on the *Statement of Move-out and Cancellation* link located on the left side of the page under Quick Links
3. Fill out and submit the *Statement of Move-out and Cancellation form*.
This form will help us capture relevant information regarding your move-out date, personal property and will activate your housing adjustments or refund process.

4. Pack and take all of your personal belongings with you.
5. Before departing campus, complete your express checkout with Residential Life and return your keys to:
 - Student Housing Office: *Payment Drop Box* located on front door

Your community building may or may not have staff support available. We ask that you please reference the communication at the desk should you need to get in contact with a Residential Life team member.

S4 | You remain in on-campus housing and are planning to stay through the remainder of the semester.

If you have not already contacted our Student Housing Office to inform of your request to stay on campus, you will need to complete the following steps

1. Log into the [SF State Housing Portal](#)
2. Click on the *Statement of Move-out and Cancellation* link located on the left side of the page under Quick Links
3. Fill out and submit the *Statement of Move-out and Cancellation form*.
This form will help us capture relevant information regarding your move-out date.

The Statement of Move-out and Cancellation form is due by **March 31, 2020** if you have moved-out or are intending on moving out. If you do not submit your Statement of Move-out and Cancellation form by April 6, 2020, we will assume that you are intending to remain on campus through the rest of the License Agreement period and no adjustments or refunds will be made.

**Mutual aid assistance: City, County and State officials have been working with campuses throughout California in preparation for the impacts of COVID-19 to the State's population. Local government entities may need to use various campus facilities including housing. Should this occur, the University or local government will pack and store your personal property remaining in the building for future retrieval. We will continue to keep you posted on this matter.*

Housing Parking:

Any resident that has purchased a Spring 2020 Housing parking permit will also receive a proration to their parking charges. You will need to return your parking permit to the Student Housing Office exterior payment drop box in order to receive a partial parking permit refund. If you have a parking permit and have already left campus for good, you can mail the permit back to:

SF State Housing
800 Font Blvd.
San Francisco, CA 94132

As you return to campus, we urge you to continue the practice of social distancing in response to the COVID-19 situation. Keep your distance from other residents in the community and minimize the amount of people you come into contact with while collecting your belongings and completing the checkout process.

The Housing administration staff and the university as a whole is operating with minimal staff. As such, please allow additional time for your adjustments/refund to be processed. To expedite your refund, we suggest that you enroll in direct deposit to receive your refund electronically. You can enroll in direct deposit by logging into your online SF State student center. Navigate to the Finances section on your student center home page and click on the “enroll in direct deposit” link.

We appreciate your patience and understanding during this time of uncertainty. Housing and Residential Life is here to assist and support you throughout this unprecedented period, please do not hesitate to contact the Student Housing Office at (415) 338-1067 Monday to Friday 10:00am to 3:00pm or email housing@sfsu.edu.

Be safe and stay well,

Jeny V. Patino
Executive Director
Housing, Dining & Conference Services

David Rourke
Director
Residential Life