

Community Damage Policy

When a damage, excessive cleaning, or theft of University property occurs in a residential public space of the halls, staff will investigate and attempt to identify the responsible individual(s). Our goal is to hold the responsible individual(s) accountable and to educate them why their behavior is not acceptable. In the event that the responsible individual(s) cannot be identified after a reasonable attempt, the community sharing access to that particular space will be charged according to the Community Damage Charge Schedule (over).

The charges assessed help offset the cost of repair and replacement of the damaged or stolen property. Charges are not assessed for normal wear-and-tear, and for damages to non-secure public spaces such as lobbies.

Floor Damage Charge Refunds

Members of the floor community will be completely refunded if we are later able to identify the individual(s) responsible for the damage or theft. If you have any information that may lead to the responsible individual(s) being identified, please contact your **hall director**, the **Residential Facilities Billing Office at (815) 753-6105**, or the **NIU TipLine at (815) 753-TIPS**.

Requesting an Appeal

If you believe you have been charged for a damage and would qualify for an exception from this policy, you have the right to submit an appeal in writing or via email. The appeal should include a detailed account of the situation and why the charges should be reconsidered. Residential Facilities staff will review the request and notify you of the decision in writing within 10 business days of receipt of the appeal.

If the appeal is rejected, a second appeal may be submitted to the Damage Billing Appeals Board. To request a second appeal, resubmit the original appeal in writing or via email with an explanation why the first appeal should be reconsidered. All second appeal decisions are final.

All requests for appeals should be mailed to **Residential Facilities Billing, Housing & Dining, Dekalb, IL 60115**. Or, requests can be sent via email to **ResidentialFacilities@niu.edu**. Please note, requests for appeals can only be submitted by the individual resident that has been charged; requests for appeals cannot be submitted by a parent or other resident on behalf of the resident being charged.

How Charges are Determined

Damage and theft in the residence halls are divided into three tiers depending on the severity of the incident. Tier I incidents are defined as incidents involving 1-4 hours of cleaning or up to \$100 in actual charges. Tier II incidents involve 5-8 hours of cleaning or between \$101 and \$200 in actual charges. Tier III incidents involve 9+ hours of cleaning, actual charges greater than \$201, or any life-safety incidents. The third tier is considered a major incident.

Averages were compiled of each residence hall's charges to create a list of Standardized Charges. Once the overall charge is determined, staff will then use that information to determine which tier the incident falls under.

NORTHERN ILLINOIS UNIVERSITY
COMMUNITY DAMAGE BILLING INFORMATION

Floor Damage Charge Schedule

Tier	Type of Incident	Cost per Resident	Additional Charge Options
I	Broken safety glass (Fire extinguisher cases, fire alarm pull stations)	\$2.00	Repeat incidents may result in \$1.00 increase per incident.
I II III	Excessive cleaning (non-abusive incidents) 1-4 hours 5-8 hours Cost per each additional 4 hour block	\$3.00 \$5.00 (+ \$2.00...)	Repeat incidents may result in \$2.00 increase per incident.
II III III	Excessive cleaning (abusive incidents involving bodily fluids or hazardous materials) 1-4 hours 5-8 hours Cost per each additional 4 hour block	\$5.00 \$7.00 (+2.00...)	Repeat incidents may result it \$2.00 increase per incident.
I II III	Graffiti (Building Services and/or Painters) 1-4 hours 5-8 hours Cost per each additional 4-hour block	\$5.00 \$7.00 (+ \$2.00...)	Repeat incidents may result it \$2.00 increase per incident.
I II III	Damages (based on actual Physical Plant labor/materials) Up to \$100 \$100-\$199 Cost per each additional \$100 charge from physical plant	\$3.00 \$5.00 (+2.00...)	Repeat incidents may result it \$2.00 increase per incident.
I II III	Missing Items (Based on actual cost to replace) Up to \$100 \$100-\$199 Cost per each additional \$100 charge from physical plant	\$3.00 \$5.00 (+2.00...)	Residential Facilities will determine charges. Shipping and other charges may be added to the cost of the item(s).
III	Life-Safety Devices (Missing, damaged or discharged fire extinguishers, damaged system smoke detectors, exit lights, PA system speakers, fire alarm horns and strobes, pull stations, exit door hardware, door closers, etc.)	\$10.00 (minimum)	If actual charges exceed \$10 per resident, the actual charges will be applied. Discharged fire extinguishers may also result in cleaning charges.

TIER 1

Incidents involving less than \$100 dollars in damage or 1-4 hours of work are considered "Tier 1." In this case, the floor is not automatically billed. The Assistant Director for Residence Life will make a recommendation whether or not to post charges.

TIER 2

Significant or repeat incidents fall under Tier 2. Upon receipt of the report describing the situation, the floor will be billed. Residence Life and Residential Facilities will work together to stay notified of the situation.

TIER 3

For the most severe situations, involving abusive, large-scale or life-safety incidents, Residential Facilities will post signs on the floor immediately. The signs will explain the damage that occurred and that the floor will be charged if the responsible individual(s) cannot be identified within 7 days. Communication between Residential Life and Residential Facilities will continue regularly until the situation is resolved.

For More Information:

Residential Facilities Billing
Housing & Dining
Dekalb, IL 60115

Phone: (815) 753-6105
Fax: (815) 753-9669
E-Mail: ResidentialFacilities@niu.edu

Please include your student Z-ID number on all written correspondence.