

## **Upper-level Housing Application FAQs**

### ***Should a student apply with Campus Housing if they are not sure they want to live on campus?***

Campus Housing advises students who are certain that they want to live in an upper-level residence hall to complete the Upper-Level Campus Housing Application.

### ***Is there a fee to apply for housing?***

If a student has lived on campus previously, and have already paid the \$100 application fee, students will not be charged an application fee again.

### ***How does a student log in to the Housing Portal?***

To log in to the Housing Portal students will use their seven (7) digit student ID number as the username and leave the password field blank. If a student has changed their Housing Portal password previously, the student will use the password they created. If a student still has issues with logging into their Housing Portal, they will need to reach out the Campus Housing team from their UofL email account to [oncampus@louisville.edu](mailto:oncampus@louisville.edu) with their full name and their seven (7) digit student ID number.

### ***How many credit hours does a student need to be enrolled in to be eligible to live with Campus Housing?***

Any enrolled student, in good academic standing, is able to live on campus.

### ***Can students make payments for a housing charge?***

Students who wish to make payments on their accounts will need to reach out to the Bursar's Office for assistance. Visit the Bursar's Office website at <http://louisville.edu/bursar> for more information.

### ***If a student is making payment plans on their housing, would that affect their eligibility to apply for housing for the following year?***

Payments plans in good standing will be considered a net zero balance and students will be able to apply and obtain a room assignment.

### ***What if a student does not want to live on campus, but they selected a room?***

Students will need to fill out a Cancellation Request, however, once they have received communication as to their room assignment they will have 72 hours to submit their Cancellation Request to not be held to the Cancellation Policy. The Cancellation Request can be found on the Campus Housing website at <https://louisville.edu/housing/forms/requests/cancellation> and the Cancellation Policy can be found on the Campus Housing website at <http://louisville.edu/housing/info/policies/cancellations>.

### ***What if a student's financial situation changes and they cannot afford to live on campus or the charge assessed to their account?***

Once a student cancels their housing, they are able to submit a Financial Appeal Request Form to have fees reduced or removed. The Financial Appeals Committee will view each case and inform the student of approval or denial of the appeal. The Financial Appeal Request Form can be found on the Campus Housing website at <https://louisville.edu/housing/forms/requests/fiappeal>.

### ***If a student applies and cancels before they are sent communication of their room assignment, will they be charged?***

Students will not incur any housing or cancellation charges if they cancel prior or within 72 hours of receiving an email communication of their room assignment from the Campus Housing team.

***What does a student do if they are not able to make their designated time for room selection?***

If a student has a preferred roommate(s), at least one individual who would plan on living in the unit with the student would need to be available to select for all other preferred roommate(s) as long as each individual not present have:

- Completed an Upper-Level Housing Application **and**
- Properly filled out a Room Selection Proxy form that was sent to them by the Campus Housing team and have given that form to the individual who is present at General Room Selection.

*The link to Proxy form request will be available online and here starting February 1, 2019!*

If a student does not have any preferred roommates they can come any time after their designated time for room selection as long as the General Room Selection Process is taking place.

***Does Housing have a roommate-matching program?***

Campus Housing does not host a roommate matching service. We suggest asking friends what their living plans will be to coordinate.

***What if a student misses their designated time for room selection?***

If a student misses their designated room selection time, they will be able to come any time after their designated time for room selection as long as the General Room Selection Process is taking place. If a student misses the General Room Selection Process entirely, they will be manually assigned an available space.

***Will there be a building waitlist if a student wants to change rooms?***

There will not be wait lists for building; however students will be able to work with their Hall Director two (2) weeks after Move-In (August) to request a move in to an available space based on availability.

***A student lives currently in a Living –Learning (LLC) or Themed Community (TC) and wants to continue to live in that LLC/TC. What do they do?***

The student will need to re-apply for that LLC or TC they are interested in. The LLC/TCs advisers will view applications and inform students of acceptance. The Living-Learning & Themed Community Interest Form can be found on the Campus Housing website at <http://louisville.edu/housing/options/lc/lctcform>. If a student is accepted in to the LLC/TC prior to room selection, they will not need to participate and will be assigned their LLC/TC space by the assignments team. LLC/TC spaces will not be available during room selection.

***A student would like to join a Living-Learning (LLC) or Themed Community (TC) for the 2019-20 academic year. What should they do?***

Students will need to apply to the LLC or TC they are interested in and also participate in the General Room Selection Process. The LLC/TCs advisers will view applications and inform students of acceptance and if the student agrees to live in that community, the student will be reassigned to the LLC/TC community. Therefore, if the student accepts to living in the LLC/TC, they are forfeiting the space that they picked during the General Room Selection Process. The Living-Learning & Themed Community Interest Form can be found on the Campus Housing website at <http://louisville.edu/housing/options/lc/lctcform>.

***Does a UofL student athlete go through the room selection process?***

Student athletes should speak with their coaches on future housing options. If a student athlete is not designated a specific room, and they want to continue living with Campus Housing, they should fill out the housing application and can choose a room in the General Room Selection Process. If an athlete does have a designated space per their coach, they will need to complete a housing application and the assignments team will place them in the appropriate room.

***A student's relative or friend is coming to UofL. Can they request to live with them?***

Students are able to request to live with a relative or friend if both students fall within the same category (ie. 2 first year students or 2 upper-level students).

***Can students still apply if room selection has already passed? Is there a fee?***

Students can still apply for housing after the General Room Selection Process is completed, but students will be manually assigned to an available space, or placed on the wait list to receive an assignment, by the Campus Housing team. There is no additional fee for applying after the room selection dates.

***If a student chooses a room, but now they want to change it. What do they do?***

Students will be able to work with their Hall Director two (2) weeks after Move-In (August) to discuss spaces that may be available.

***If a student renews in to their same space, can they leave their items in the room for the summer?***

If a student renews to their same space with a 9-month license agreement, they are required to remove all of their belongings and check out of the space. Rooms are used in the summer for summer student housing and summer conferences.

If students renew their space in Cardinal Towne or University Pointe and have the 12-month license agreement, they are not required to remove their items.

***Can students sign up for summer housing at this time?***

The Campus Housing Summer Application opens February 14<sup>th</sup>. If they are living in Cardinal Towne or University Pointe, they will be on a 12-month license agreement where the summer following the 2019 – 2020 academic year is already included and therefore do not need to fill out the Summer Housing Application.

***Can students get a 9-month license agreement in Cardinal Towne or University Pointe?***

Cardinal Towne and University Pointe will only be a 12-month license agreement for 2019 – 2020.

***Can a student get a 12-month license agreement in Bettie Johnson or University Tower Apartments (UTA)?***

Bettie Johnson and UTA only are 9-month license agreements. If a student is looking for summer housing, they will need to fill out a Summer Housing Application.

***Can a student sublease their room/apartment space?***

Campus Housing does not allow students to sublease their room or apartment space. Students will need to fill out the Cancellation Request if they are not planning on living in that space. The Cancellation Request can be found on our Campus Housing website at <https://louisville.edu/housing/forms/requests/cancellation>

***What does a student do with housing if they are going to study abroad, co-op, or graduate?***

Students who need to cancel their housing due to academic reason must fill out the Cancellation Request found on the Campus Housing website at

<https://louisville.edu/housing/forms/requests/cancellation>.

***What is the proper documentation to submit for (co-op, study abroad, or graduation) financial appeal?***

Any documentation from the company or school, on letterhead or similar, stating the students name and that they have been accepted or will be participating in the program.