Good afternoon, Chapman residents -

Our records indicate that you have items remaining in your room and that you have not officially checked out. If you have recently checked out, you can ignore the information below. If you believe you received this e-mail in error, please contact reslife@chapman.edu.

We have received many questions about how and when to pick up your remaining items. The information below describes deadlines for retrieving your items, possible refunds based on your situation, and other important notes about your circumstances. We also recognize that there are many unique situations right now. Please read closely below and feel free to e-mail us if you still have questions about your situation.

Can I still receive a prorated cost adjustment?
For your room costs:
Chapman University has decided that every resident will receive a minimum of a 20% refund for spring housing. If you check out before May 1, you will receive the prorated amount from the checkout date (which will be greater than 20%). If you do not check out before May 1, you will receive a 20% adjustment to your room costs before the end of the semester.

For your meal plan (if applicable):
1) If you have a residential meal plan, you will receive a credit back to your last date of use or March 12, whichever is more recent. These account adjustments should be completed in the next one to two weeks.
2) If you have a commuter meal plan, your meal plan has already been credited or is in the process of being credited by Student Business Services.

What is the deadline to pick up my items?
The Resident License Agreement (RLA) officially ends on May 23. However, given the current circumstances, residents will have until May 31 to remove the rest of their belongings.

After May 31, we will arrange for a moving company to pack your items and store them until you arrange to pick them up or have them delivered to you. These costs will be billed back to your student account. The costs of this service will depend on what items you want to keep. Recent packing job costs have ranged from approximately $400 to $1,200. You are still able to schedule your own packing and storage or shipping services should you choose to do so.

If you do not want to keep your items, let us know now so we can clear out your room and process a checkout as soon as possible.

How can I move my things out?
Coming back to campus in-person:
Please contact your building manager to schedule access to your room anytime between Monday - Friday 9:00 am – 8:00 pm. If you need to grant access to a friend, family member, or a moving company, please see the information below about scheduling a proxy.

<table>
<thead>
<tr>
<th>Building</th>
<th>Staff Name</th>
<th>E-mail</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapman Grand</td>
<td>Erin Ash</td>
<td><a href="mailto:eash@chapman.edu">eash@chapman.edu</a></td>
<td>714-516-6159</td>
</tr>
<tr>
<td>Davis &amp; Harris</td>
<td>Alex Hart</td>
<td><a href="mailto:ahart@chapman.edu">ahart@chapman.edu</a></td>
<td>714-628-7251</td>
</tr>
<tr>
<td>Panther Village</td>
<td>Tim Alexander</td>
<td><a href="mailto:talexander@chapman.edu">talexander@chapman.edu</a></td>
<td>714-516-6136</td>
</tr>
<tr>
<td>The K</td>
<td>Krista Kelly</td>
<td><a href="mailto:krkelly@chapman.edu">krkelly@chapman.edu</a></td>
<td>714-516-4747</td>
</tr>
<tr>
<td>Glass</td>
<td>Annessa Garcia</td>
<td><a href="mailto:angarcia@chapman.edu">angarcia@chapman.edu</a></td>
<td>714-516-5477</td>
</tr>
<tr>
<td>Henley</td>
<td>Christy Martinez-Saucedo</td>
<td><a href="mailto:martinezsaucedo@chapman.edu">martinezsaucedo@chapman.edu</a></td>
<td>714-997-6528</td>
</tr>
<tr>
<td>Sandhu</td>
<td>Omar Zuwayed</td>
<td><a href="mailto:zuwayed@chapman.edu">zuwayed@chapman.edu</a></td>
<td>714-532-6058</td>
</tr>
</tbody>
</table>
Scheduling a proxy (friend, family, or another business):
To grant a proxy room access to assist residents who are physically unable to come back to campus to pack up belongings, please submit the Items-in-Room Retrieval Form. Anytime between Monday - Friday 9:00 am – 5:00 pm*, proxies should call the specific building’s building manager when they arrive to campus to obtain temporary room access.

If there is no answer, a proxy should call Public Safety at 714-997-6763 and ask to speak to the Live-In Staff on Duty (LISOD). We will then verify proxy information submitted on the Retrieval Form. Proxies also need to show photo ID (if student/family/friend volunteer) or company/vendor badge or ID.

If after hours and/or during the weekend (Saturday and Sunday), proxies should contact Public Safety at 714-997-6763 and ask to connect with the LISOD for an Items-in-Room Retrieval by proxy.

*Exceptions may be made for later pick-up if arranged in advance with the building manager.

I renewed my apartment for a 12-month agreement, or I am interested in extending my agreement through the summer. How does this impact summer housing?
At this point, all 12-month license agreements will be honored. However, Chapman has announced that it will start the summer term via remote instruction. As such, summer housing will only initially be available to those who:
1) Are currently living in housing with approval.
2) Have signed up for summer housing and are approved to move in.

If you have signed up for a 12-month agreement and believe you have a compelling reason that you need to move into your room in early June, please contact reslife@chapman.edu to explain in detail your circumstances. Once we have a clear picture of when we can allow students to return to housing, we will notify you of a new move-in date. Your charges will be prorated accordingly if you cannot move in at the start of the summer agreement.

I hope all of you are healthy and well. If you have other questions about moving your items out that are not answered in this e-mail, please contact our office at reslife@chapman.edu.

Sincerely,

Dave

Dave Sundby (he, him, his)
Director
Residence Life and First Year Experience
Chapman University
One University Drive, Orange, CA 92866
714-997-6603
714-997-6668 direct
www.chapman.edu/RLFYE