

# San Jose State University Housing Services

## Student Petition to Cancel Guidelines

### Timeline for the Review Process

1. Fill out the “petition to cancel” form, which can be completed via DocuSign from the Housing Website A-Z index at [www.sjsu.edu/housing](http://www.sjsu.edu/housing) Read all the instructions carefully.
2. Submit the “petition to cancel” form, along with all required documentation and letter of explanation. Forms can be submitted via DocuSign from the Housing Website A-Z index or emailed to [uhs-frontdesk@sjsu.edu](mailto:uhs-frontdesk@sjsu.edu) .
3. The petition to cancel request will be automatically approved if there is a *change in student status*.
4. If the petition to cancel is for reasons other than *change in student status* the documentation will be reviewed and a decision will be made within three weeks.
5. **If the petition to cancel is approved**, you will be subject to a number of administrative fees, including but not limited to; a \$100 license processing fee, 30 day rent fee and prorated rent and board, along with parking & telephone if applicable.
6. **If the petition to cancel is denied**, you will be notified of the appeal process. You will not be eligible for any refund and will be required to pay for the entire license contract period. If you are evicted for disciplinary reasons, non-payment or abandonment you will be charged for the entire license contract period.

### Annual Housing License

As a resident at San Jose State University you have signed an Annual Housing License Agreement for the academic year (or Spring only). University Housing Services acts as the landlord representative for the California State University; therefore, it is very difficult to cancel a License Agreement. In order to cancel a License Agreement, the CSU Chancellor’s Office requires verification of a significant change in your circumstances after signing the License Agreement. Very few residents who petition to cancel are released from their License Agreement, and substantial documentation is needed before a petition to cancel is considered for review. It is up to you to follow all of the appropriate cancellation procedures. Please carefully read the enclosed information before you proceed with the petition process.

### Financial Obligation

Please be aware that your License Agreement is for the academic year (or Spring only) and remains intact while your petition is being reviewed. You are obligated to make all payments when due. For more information, please refer to the Annual Housing License Agreement.

### Submitting False Information

Residents who petition to cancel and forge or knowingly provide false information and/or supporting documentation will be referred to the Office of the Vice President for Student Affairs for disciplinary action according to section 41301 of Title V of the California Administrative Code. In addition, the request for cancellation will be denied or reversed and disciplinary sanctions may be imposed through the UHS disciplinary process.

### Automatic Cancellations of the Housing License Agreement

A petition to cancel for the reasons listed below will be an automatic approval upon completion of the required paperwork, which is available in the UHS office.

### Covid – 19 – No documentation required.

### Change of Student Status

If you are graduating, withdrawing or transferring, you may automatically cancel in the UHS Office by providing the required documentations, which is listed below. Withdrawal between semesters does not require verification but will be verified with campus records after the start of the new semester. If you are found to be in attendance at SJSU, your cancellation will be reversed, and your account charged accordingly. Housing adjustments and/or refunds will be processed once classes show “withdrawn”.

### Required Documentation

- Graduation: a graduation worksheet
- Withdrawing: Staff will verify records with the Registrar Office
- Transferring: Staff will verify records with the Registrar Office

**SJSU** SAN JOSE STATE  
UNIVERSITY

#### Location:

Campus Village Bldg B 2<sup>nd</sup> Floor  
350 South 9<sup>th</sup> Street

#### Hours:

8:00am - 5:00pm  
Monday – Friday

#### Contact Information:

One Washington Square  
San Jose, CA 95192-0133

Phone: (408) 795-5600

Fax: (408) 795-5678

Email: [uhs-frontdesk@sjsu.edu](mailto:uhs-frontdesk@sjsu.edu)

# Non-Automatic Cancellations of the Housing License Agreement

A petition to cancel for reasons listed below is **considered non-automatic and requires that you provide a detailed explanation and considerable documentation**. Please read the information below to best prepare your petition and the required documentation. Petitions will be evaluated on the documentation provided. Although approval is not guaranteed, insufficient information will result in a denied petition. If the petition to cancel is approved, you will be subject to a number of administrative fees including but not limited to a \$100 license processing fee, 30 day rent fee, and prorated rent and board, along with parking & telephone if applicable.

## Financial Hardship

You must include verification appropriate to the circumstance and must be a loss of income that has occurred since the deadline to cancel has passed. UHS does not cancel a license agreement based on a student's realization that he/she is having difficulty meeting the financial demands of living independently and paying for college. UHS also does not cancel a license agreement because a parent decided to discontinue the support of his/her student's expenses. UHS will ask the student to pursue the following options to meet financial obligations.

- Accept all loans offered
- Develop a payment plan with a Resident Accounts Coordinator
- Obtain employment
- Increase work hours
- Apply for financial aid/loans
- Ask for additional family assistance
- Transfer from one community to another if more affordable, space permitting

## Required Documentation

In order to meet requirements of the petition process, a student must present considerable documentation that clearly demonstrates the change in financial situation. Although UHS cannot take responsibility for determining what specific documentation be presented, a student might consider the following types of information.

- A letter describing the hardship
- Bankruptcy documents
- Parent's unemployment records; set of parent's tax returns showing significant drop of income
- Documentation regarding all sources of income and living expenses
- Evidence of having applied for financial aid
- Evidence of employment from pay stub or verification on employer's letterhead (hours, income)
- Recent unpaid expenses not anticipated

## Personal Hardship

It is not unusual for students to find adjusting to college and living in a student residential community a big challenge. Whether it is finding a quiet place to study, resolving differences with a roommate or adjusting to sharing a room, it may feel that community living isn't working for you. UHS understands this feeling of incompatibility but it is not a reason that can be accepted for canceling a license agreement. Instead, staff will meet with you personally to identify your concerns and assist you in problem solving.

Some approaches you may be asked to pursue are:

- Talk to your Resident Advisor or Residential Life Coordinator
- Talk to your Residential Life Coordinator about a room/hall/apartment change
- Talk to the Housing Case Manager
- Talk to one of the counselors at University Counseling Services
- Consider a transfer to a different apartment community or residential hall

## Required Documentation

If a student pursues personal hardship as his/her reason for cancellation, he/she must submit the following:

- A letter describing the hardship in detail and steps taken to resolve the matter
- Supporting documentation from a licensed counselor, medical doctor, etc.

## Medical/Psychological Hardship

Your medical condition must have significantly changed since the cancellation deadline and prohibits you from living in on-campus housing. You must write a letter explaining your situation and also provide documentation that verifies the medical necessity for cancellation.

## Required Documentation

- Appropriate medical documentation provided by a licensed physician. The letter must be on a physician's letterhead stationery and must include a statement of how living in on-campus is related to the medical condition and the Licensee's treatment.
- Pregnancy confirmation/due date
- Evidence of seeing a counselor/psychologist/psychiatrist/ and why issue necessitates license cancellation.
- Letter from Accessible Education Center staff member and why issue necessitates license cancellation
- Other supportive information at your discretion

## Marriage

If you married since the deadline to cancel the license agreement or have a marriage pending within 30 days of the expected cancellation date, you must submit all required materials in addition to the petition to cancel and personal statement.

## Required Documentation

- Copy of Marriage License