

COVID-19 RELATED HOUSING REFUNDS

Frequently Asked Questions

How do I receive my refund for Room & Board?

Credits have been applied to the member's Delta Phi Epsilon Billhighway account. Any remaining credit, following application to outstanding open invoices, can be used for future room and board, other housing fees incurred and/or any fees on a member's Billhighway account.

What if I didn't pay my Room & Board through BillHighway?

That's OK. We will be able to apply the credit appropriately.

Will I receive a refund for parlor fees?

Parlor fees and meal plan refunds will be provided as a credit to the member's Billhighway account.

What can my credit be applied to?

Credits can be applied to any housing or sorority expenses such as dues or fees.

Will my credit expire after a certain period of time?

Credits do not expire.

I am living in the house again in the fall, who should I contact to apply my credit towards my room & board fee for the fall or spring semester?

You can email finance@dphie.org or call 215-732-5901 option 3 for the Accounts Receivable Department.

Who should I contact to apply my credit to parlor fees or meal plan?

Credits will be automatically applied to any open invoices on the member's Billhighway account.

Can I use my credit towards my housing deposit? If so, how will my deposit be returned at the end of the year?

After all outstanding invoices on your BillHighway Account have been paid, you may use the remainder of your credit as your deposit.

What if my parent(s)/guardian paid my housing fees?

Members whose parents pay for their housing fees are encouraged to work with their parents to manage the distribution of the refund (if applicable) based on their internal payment arrangements.

I was unable to travel to the facility to remove my belongings before it closed. Will I be eligible for a refund or credit?

Refunds are not provided based off when belongings were moved out, but rather, when members vacated the property due to the pandemic.

If I currently have an outstanding balance with the International Headquarters, will I still receive a refund credit?

Your refund credits will be used to clear all outstanding invoices first. Once you have a zero balance, the credits can be used for future incurred costs like parlor fees or dues.

I vacated the facility before IHQ officially announced closing procedures. Can I receive a larger refund or credit because of those extra days?

No, the refunds are based on how many days were available for you to use the house. Leaving early will not change your refund credit amount.

Will I receive a refund for money used for fixed costs, such as utilities?

No. the formula used to determine the refund amounts was a “modified income less fixed costs.” The modification worked in your favor. We added back the cost of the building (rent or mortgage) for the two months that you could not live in the house to the refund, whether we received a break from our property owners or banks. We see this as our fair share of the burden of the global pandemic.

I live in a facility with a parking fee. Will you refund those fees?

Yes, we will provide a credit for parking which is included in the room & board credit.

I do not plan to live in DPhiE housing next year and will not need a meal plan. Instead of receiving a housing or meal plan credit, will I receive a paper check?

A credit will be applied to your DPhiE account and it can be used for other fees such as sorority dues.

When will I receive my 2019-2020 security deposit?

Within thirty (30) days of the completion of the housing agreement, pending no damages or fines have been incurred.

I do not plan to return to school next semester. Can I receive a paper check?

If your status is being changed to Transfer/Non-Continuing you will have the option to apply the credit to the per capita fees that will be billed through to your graduation date in our database and you will be granted alumna status.

Is my security deposit included in the credit?

Security deposits are not affected by COVID-19. Security deposits will be mailed out as a check within thirty (30) days of the completion of the housing agreement. This check is separate from the credit applied in Billhighway.

I graduated in spring 2020, will I receive a refund instead of a credit?

All graduating seniors will receive a refund sent to their preferred mailing address after any outstanding balances have been paid to the chapter and/or the International Headquarters.