University Oaks and Chisholm Hall
Housing Covid-19 FAQs
Campus Living Villages

Mandatory Campus Living Villages Housing Survey

Contact: info@universityoaksUTSA.com or info@chisholmhall.com

1. Why is on-campus housing being vacated?

The university is vacating on-campus housing to help ensure the health and safety of our community. UTSA is closely monitoring the global coronavirus outbreak and is receiving guidance from the City of San Antonio, Bexar County, the State of Texas, San Antonio Metro Health and The University of Texas System, in addition to other government and health agencies.

2. Will I still be charged rent? What if I’ve prepaid rent?

Chisholm Hall and University Oaks are owned, operated, and maintained by Campus Living Villages (CLV), a private company that operates on campus through a ground lease contract with the University. The university has reached an agreement with CLV to release students from their remaining rent payments effective April 1, 2020. Students will be reimbursed for prepaid rent for the period in question. Please be patient as this is a highly unusual circumstance and reimbursements may take a while to process. Residents remain responsible for the cost of any damages or previously unpaid charges.

3. What if I don’t have a suitable housing alternative? Can I remain on-campus?

Please complete the mandatory Campus Living Villages housing survey. Students that inform CLV (Chisholm and University Oaks) that they do not have a suitable housing alternative will be granted an exemption and be allowed to remain on campus. Students who remain on campus will continue to have the same lease obligations to pay all rent installments in a timely manner.

4. If I have a twelve-month lease, can I leave now and return for the summer?

At this point, a decision has not been made regarding whether on-campus housing will be vacated this summer. If on-campus housing is provided this summer and you have a twelve-month lease, you will be able to return if you choose, but you will be responsible for all financial obligations during this time period. You will not be obligated to return in the summer if on-campus housing is available.
5. Can someone other than myself pack my belongings?

We understand that returning to campus may be challenging for some residents. If you are unable to return to campus, indicate this in the housing survey and we will contact you with further instructions.

6. How do I check out?

Please fill out the express check out envelope, including the inside slip. Seal keys in the envelope and leave keys in room. Please email the office of your community or indicate that you have left on housing survey. Envelopes have been delivered to rooms. Extra envelopes are available in laundry rooms.

7. What if I’m away from campus and cannot get my belongings or utilize the express checkout?

You can make arrangements with the office to retrieve your items at a later date, up until May 15, 2020. Campus Living Villages can pack items on your behalf and store them with the on-campus UPS Store at your expense. Alternately, CLV can arrange to pack and ship items to you at your expense. CLV and UTSA are not responsible for items shipped, stored, or left in rooms.

Keys can be returned by mail, but must be sealed in a padded envelope or wrapped in multiple sheets of paper. Mail sorting machines will not sort envelopes with loose metal keys. Please notify the office via email that your keys are in the mail.

8. What will happen to my student employment position?

The university will continue to utilize student employees where possible. Please contact your supervisor for further guidance.

9. I am an International student living in University Oaks or Chisholm. What does this process mean for me?

International students may choose to remain in their CLV residence if needed. If you have questions regarding immigration requirements or options for returning to your home country, contact UTSA Global Initiatives. Please indicate your situation on the survey.

10. What if I scheduled recurring payments?

Please cancel your recurring payment via the CLV student portal on the property web page: University Oaks or Chisholm Hall.