

Reference Guide for Roompack

Completing the Apartment Condition Report

This form is what we use at the end of the year to charge for damages so it is very important you note any issues like holes or scratches in things, missing or broken furniture, or any other issue with your apartment. We don't want you to be charged for any issue that you didn't cause.

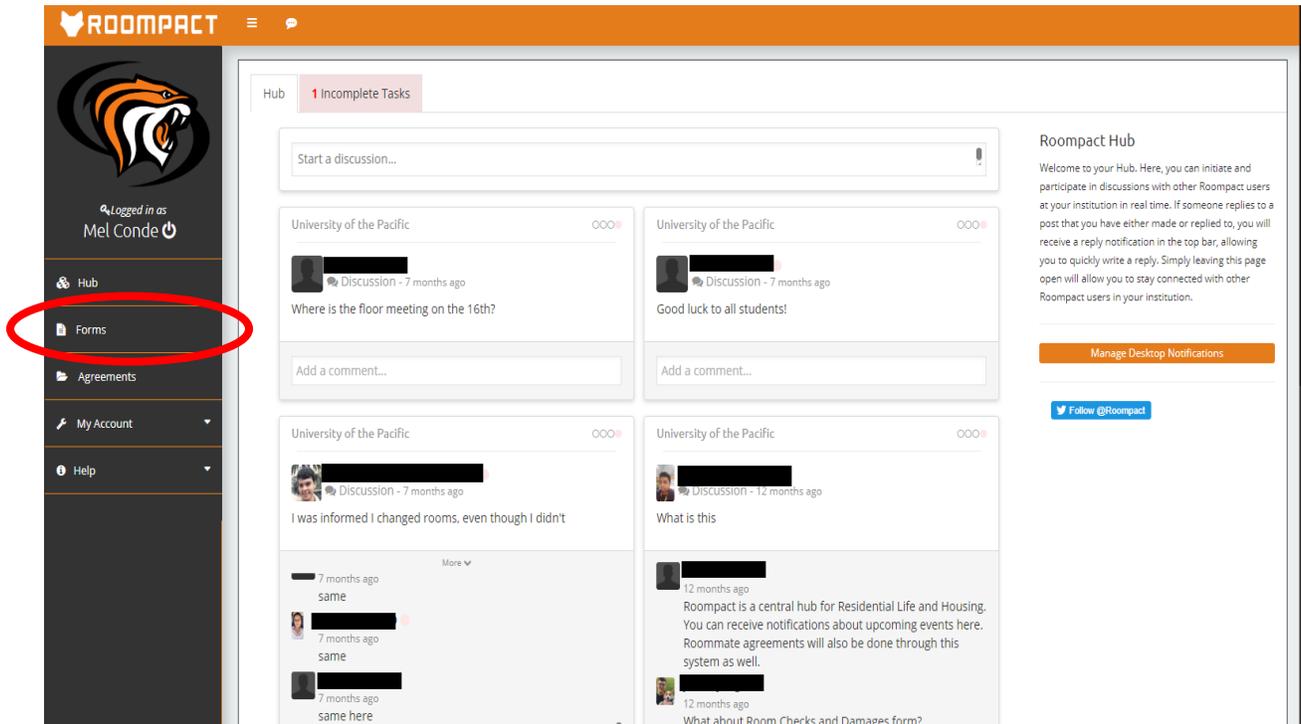
- ✓ You must complete the ACR form on Roompack. Screenshots are below to ensure that you know how to get to the form and complete it.
- ✓ If you live in a Calaveras Studio Apartment, please complete the Studio ACR form on Roompack. The only difference is that the bedroom and living room are combined in the same area.
- ✓ For Townhouse Apartments, please fill out the Bedroom section including both bedrooms if you have two bedrooms. Remember, you must only occupy your own assigned space.
- ✓ If you do not complete this form you will not be able to contest any damage charges related to your room/apartment at the end of the year. So remember that this form is to protect you and it is in your best interest to fill it out quickly and accurately.
- ✓ The ACR is split into four areas: Living Room, Kitchen, Bathroom, and Bedroom. You must report any and all damages in each area. The Studio Apartment has Living Room and Bedroom joined together.
- ✓ Under each area, you may select an item that is damaged in a dropdown option. Once you select the item, describe the condition of the item. Photos in a JPEG format can be attached. If there are more than one item damaged in the area, you may select "Add Response" under the Upload section.
- ✓ Only report **damaged** items. A **damaged** item include: broken furniture, large holes/scraps, lights or appliances not working, etc.
- ✓ Do not report items that are "Normal Wear and Tear" which includes: chipped veneer on furniture, small hole in window screens, scuff marks or pinholes on wall surfaces, small tears, small stains or soil marks on carpet.
- ✓ **This form is not a request for maintenance.** Requests for repairs must be emailed to **iamhome@pacific.edu**.
- ✓ See the back for a completed example of an RCR/ACR
- ✓ If there are no damages in the respected area, you can skip to the next section. If you do not have ANY damages in the apartment, you may proceed to the end.
- ✓ You must agree to all statements stated below the ACR before submitting the ACR.
- ✓ **The last day to submit your ACR is on August 26th, 2020. Once you submit your ACR, you only have 48 hours to make any last minute changes.**

Screenshot Steps to completing the Apartment Condition Report

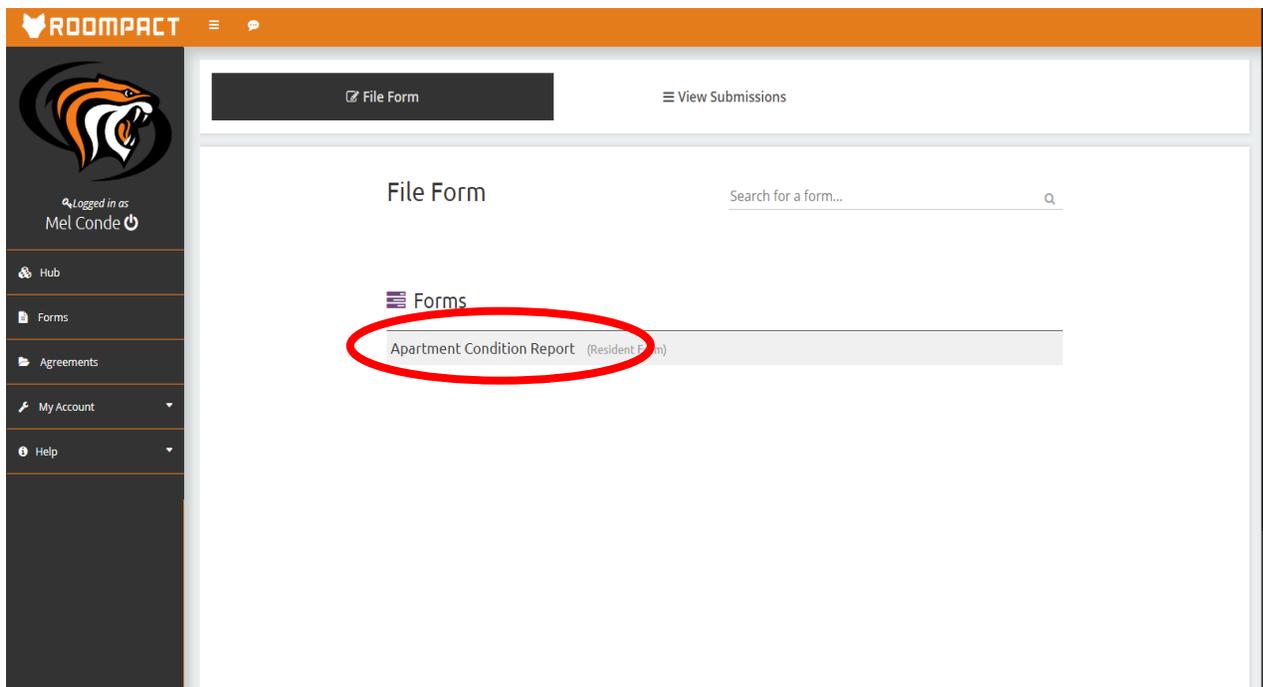
Step by Step Guide begin on Next Page



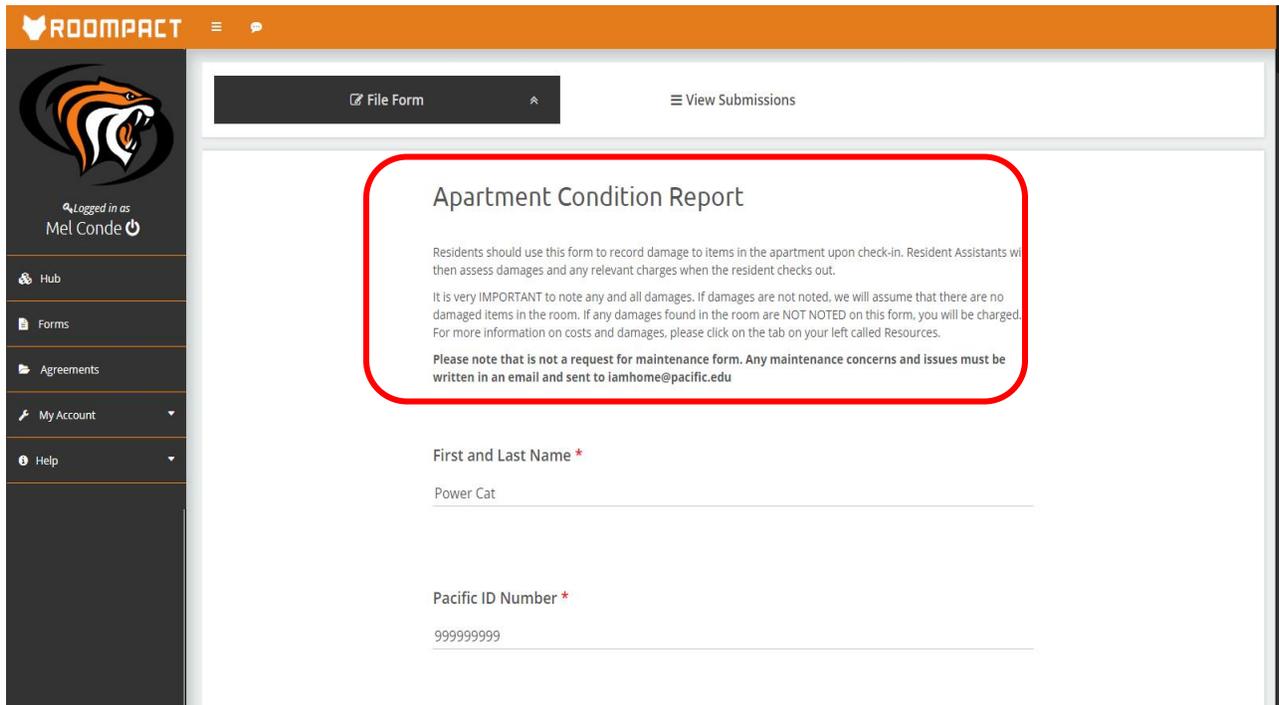
Step 1: Sign on to Roompack with your Pacific ID and Password. The link is: <https://roompack.com/dash>. Once you are on your Main Page or the Dashboard, you will see a column on the left with tabs. Select the tab titled Forms.



Step 2: After selecting Forms, you will be brought to this page. Select Apartment Condition Report or Studio Calaveras Apartment Condition Report (ONLY if you have a studio) to complete your ACR.



Step 3: Your Apartment Condition Report will open. Please read the full instructions before proceeding to complete the ACR. Remember, this form is NOT a request for maintenance form. After reading the instructions, proceed to input your name and Pacific ID.



ROOMPACT File Form View Submissions

Apartment Condition Report

Residents should use this form to record damage to items in the apartment upon check-in. Resident Assistants will then assess damages and any relevant charges when the resident checks out.

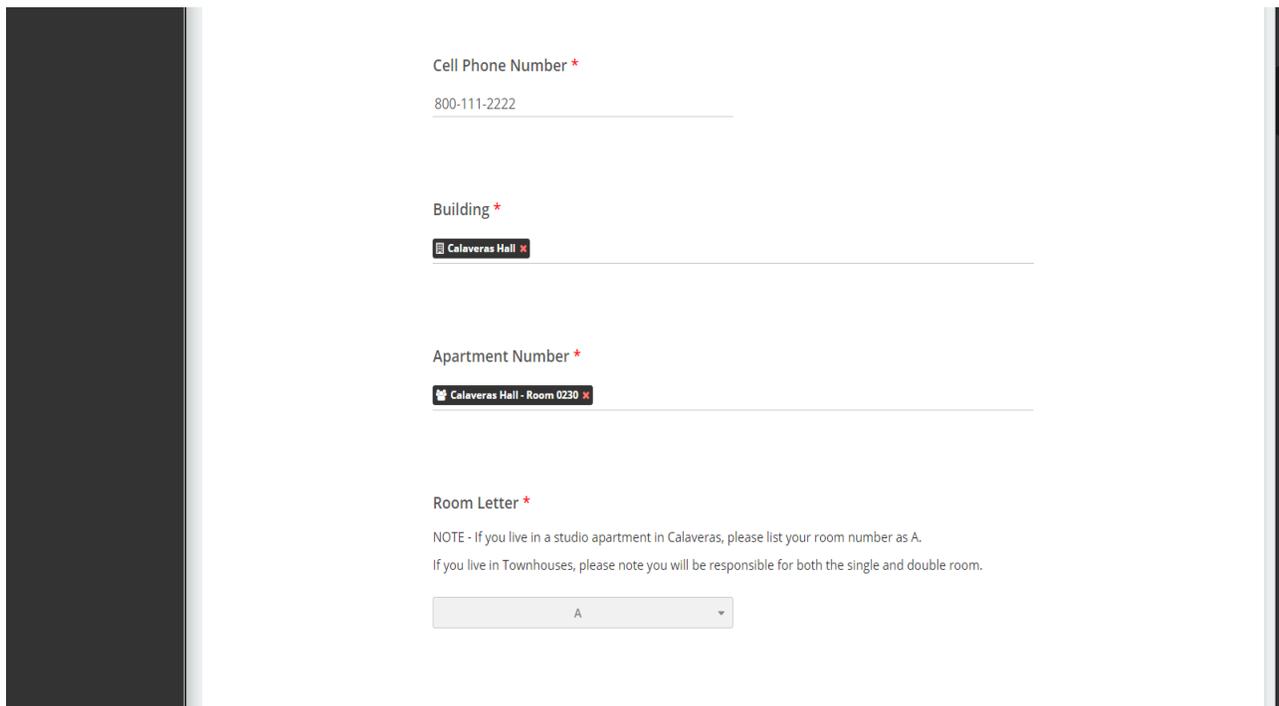
It is very IMPORTANT to note any and all damages. If damages are not noted, we will assume that there are no damaged items in the room. If any damages found in the room are NOT NOTED on this form, you will be charged. For more information on costs and damages, please click on the tab on your left called Resources.

Please note that this is not a request for maintenance form. Any maintenance concerns and issues must be written in an email and sent to iamhome@pacific.edu

First and Last Name *
Power Cat

Pacific ID Number *
999999999

Step 4: Input your most recent USA cell phone number. For building and apartment number, when you start typing the building or apartment number, the names or numbers will show up. Select your specific building and apartment number from there. Then, select your room letter such as A, B, C, or D.



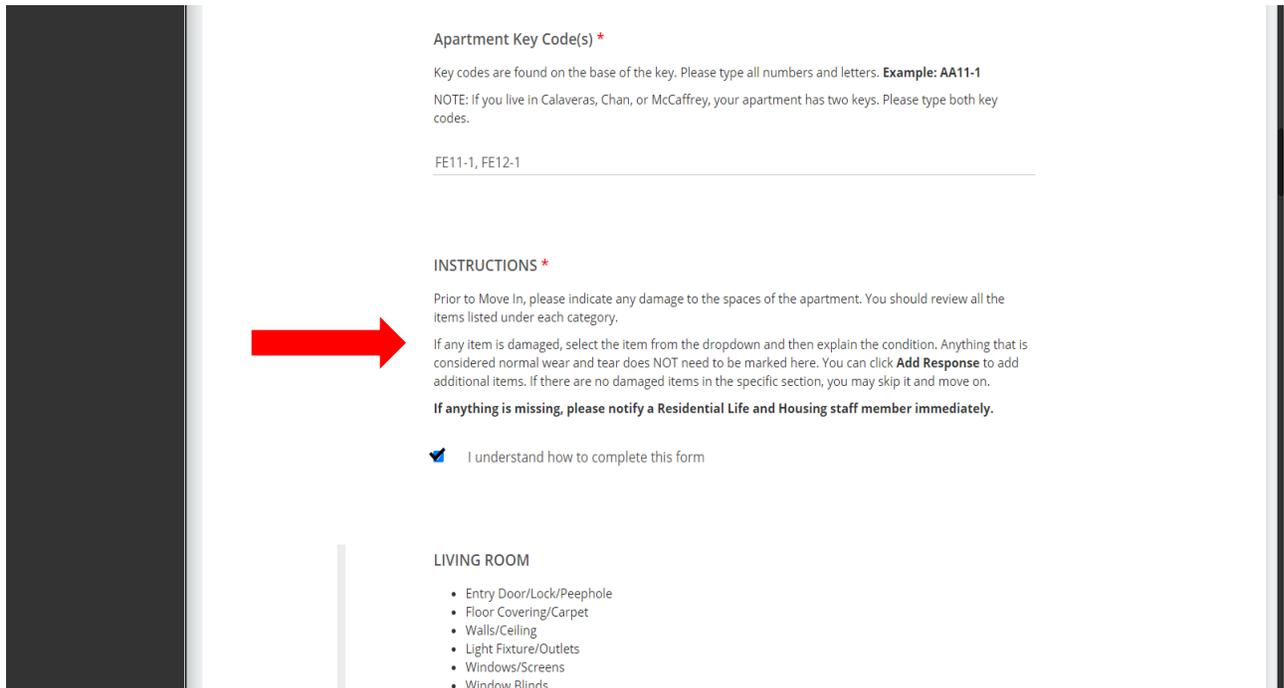
Cell Phone Number *
800-111-2222

Building *
Calaveras Hall

Apartment Number *
Calaveras Hall - Room 0230

Room Letter *
NOTE - If you live in a studio apartment in Calaveras, please list your room number as A.
If you live in Townhouses, please note you will be responsible for both the single and double room.
A

Step 5: Input your Apartment Key Code(s). If you live in Calaveras or Chan, you will have two key codes. The key codes can be found directly on the base of your keys. After, please read the instructions and acknowledge that you understand how to complete the form before proceeding.



Apartment Key Code(s) *

Key codes are found on the base of the key. Please type all numbers and letters. **Example: AA11-1**

NOTE: If you live in Calaveras, Chan, or McCaffrey, your apartment has two keys. Please type both key codes.

FE11-1, FE12-1

INSTRUCTIONS *

Prior to Move In, please indicate any damage to the spaces of the apartment. You should review all the items listed under each category.

If any item is damaged, select the item from the dropdown and then explain the condition. Anything that is considered normal wear and tear does NOT need to be marked here. You can click **Add Response** to add additional items. If there are no damaged items in the specific section, you may skip it and move on.

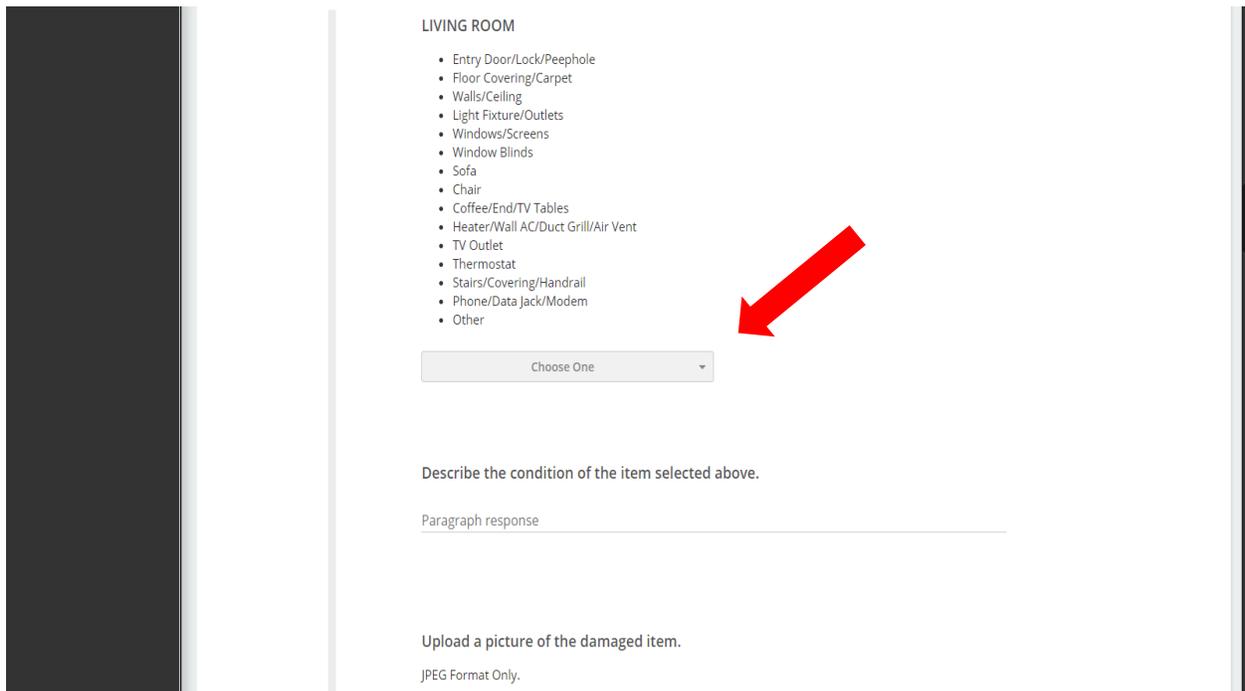
If anything is missing, please notify a Residential Life and Housing staff member immediately.

I understand how to complete this form

LIVING ROOM

- Entry Door/Lock/Peephole
- Floor Covering/Carpet
- Walls/Ceiling
- Light Fixture/Outlets
- Windows/Screens
- Window Blinds

Step 6: Your ACR is split into four categories: Living Room, Kitchen, Bedroom, and Bathroom. You will only mark the form if something is damaged in these areas. For this tutorial, let's say that you find holes in the wall near your living room window. Find the drop down menu.



LIVING ROOM

- Entry Door/Lock/Peephole
- Floor Covering/Carpet
- Walls/Ceiling
- Light Fixture/Outlets
- Windows/Screens
- Window Blinds
- Sofa
- Chair
- Coffee/End/TV Tables
- Heater/Wall AC/Duct Grill/Air Vent
- TV Outlet
- Thermostat
- Stairs/Covering/Handrail
- Phone/Data Jack/Modem
- Other

Choose One

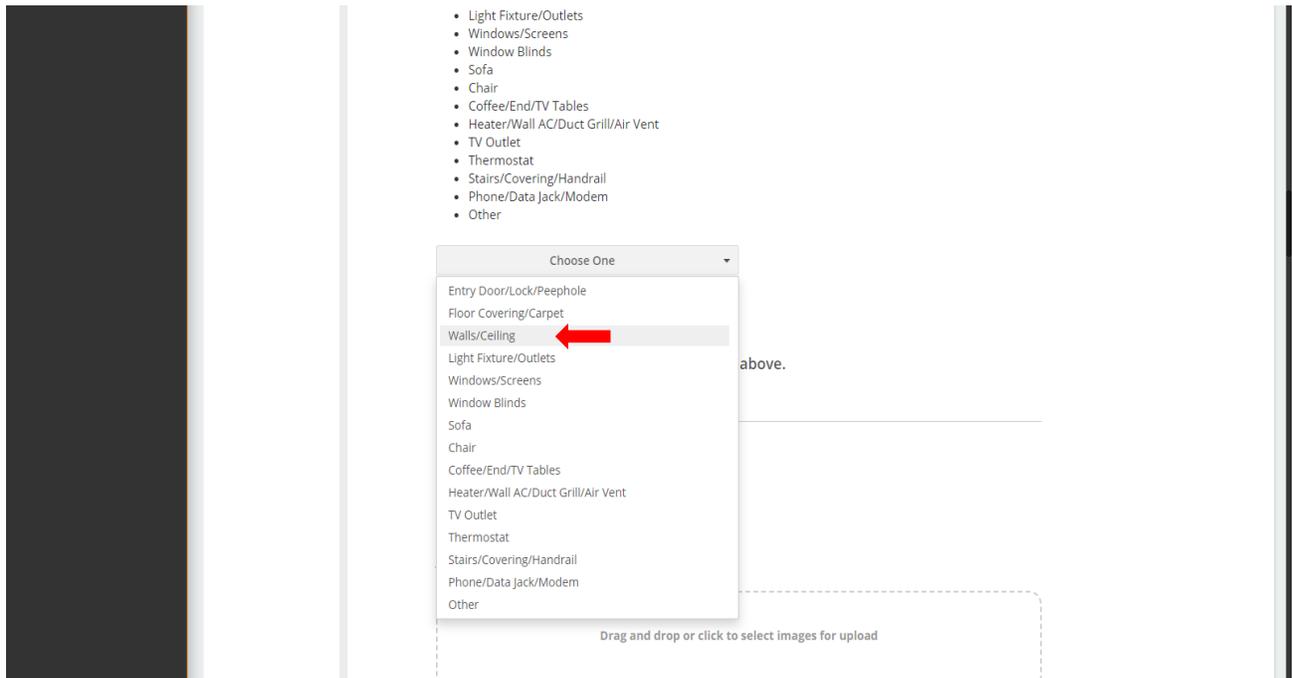
Describe the condition of the item selected above.

Paragraph response

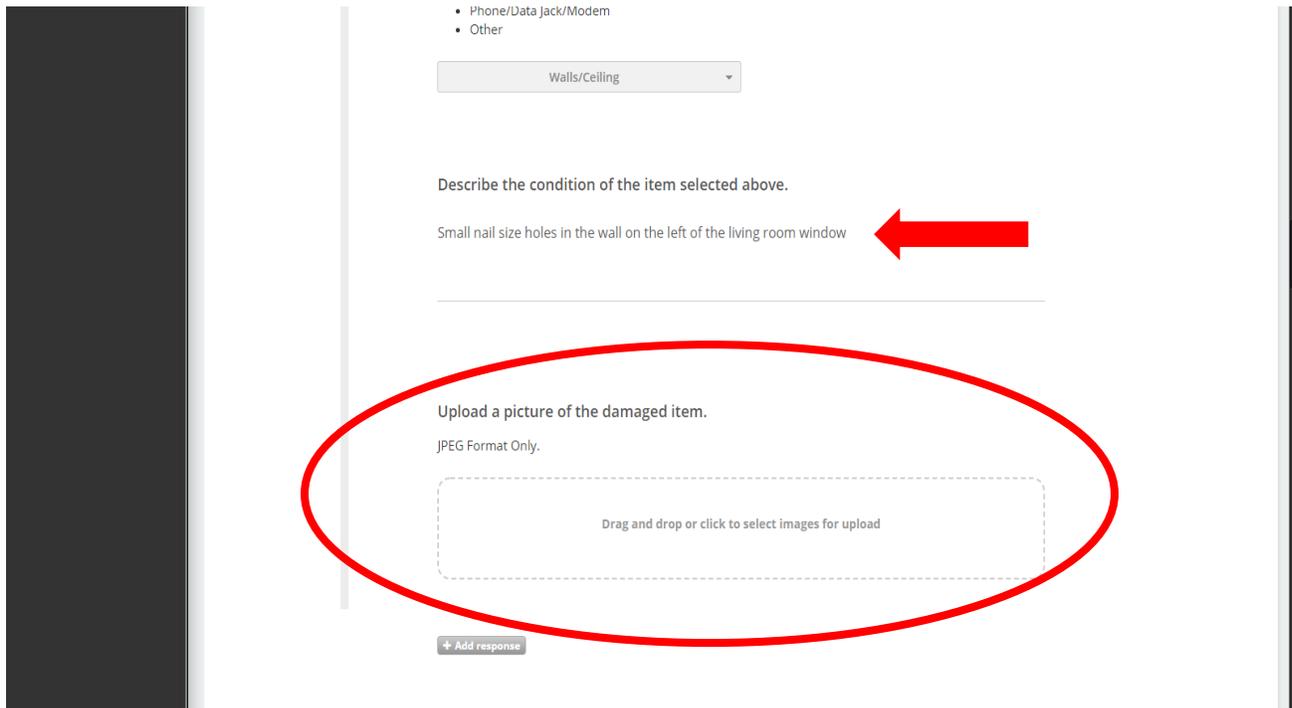
Upload a picture of the damaged item.

JPEG Format Only.

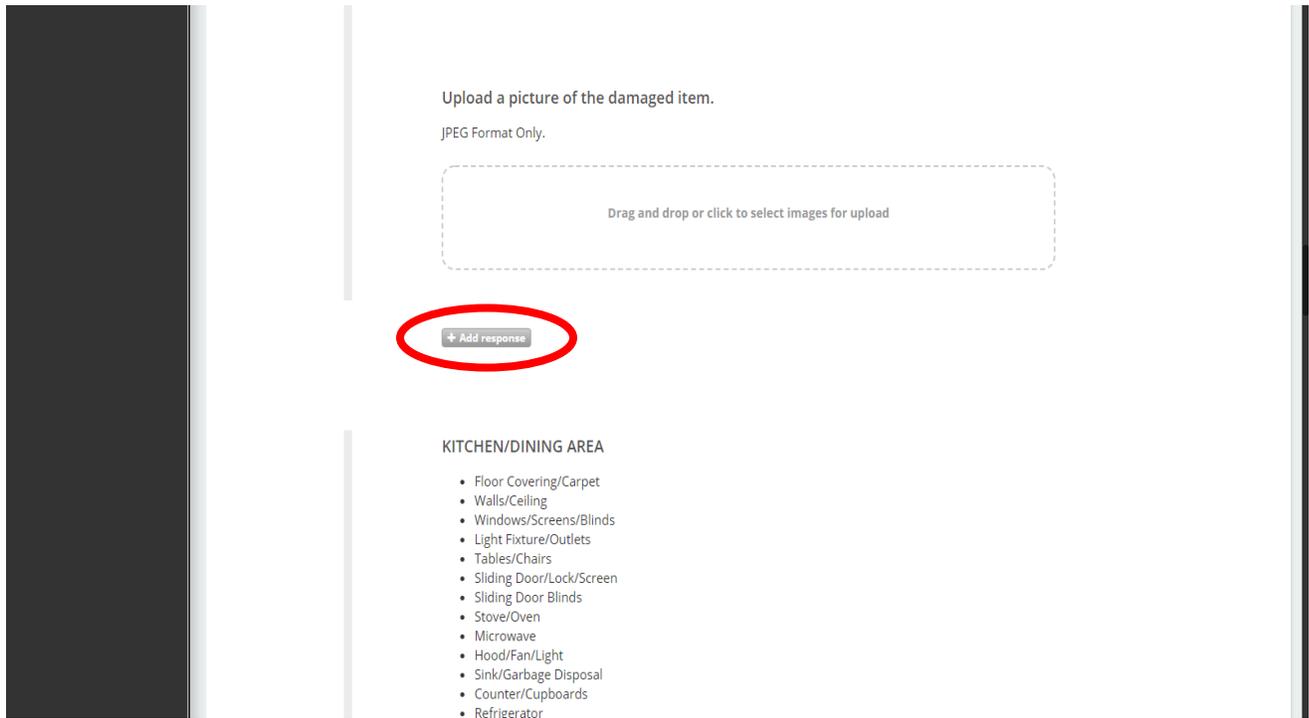
Step 8: Select the drop down menu and select the furniture item that is damaged. For this example, we will select Walls/Ceiling.



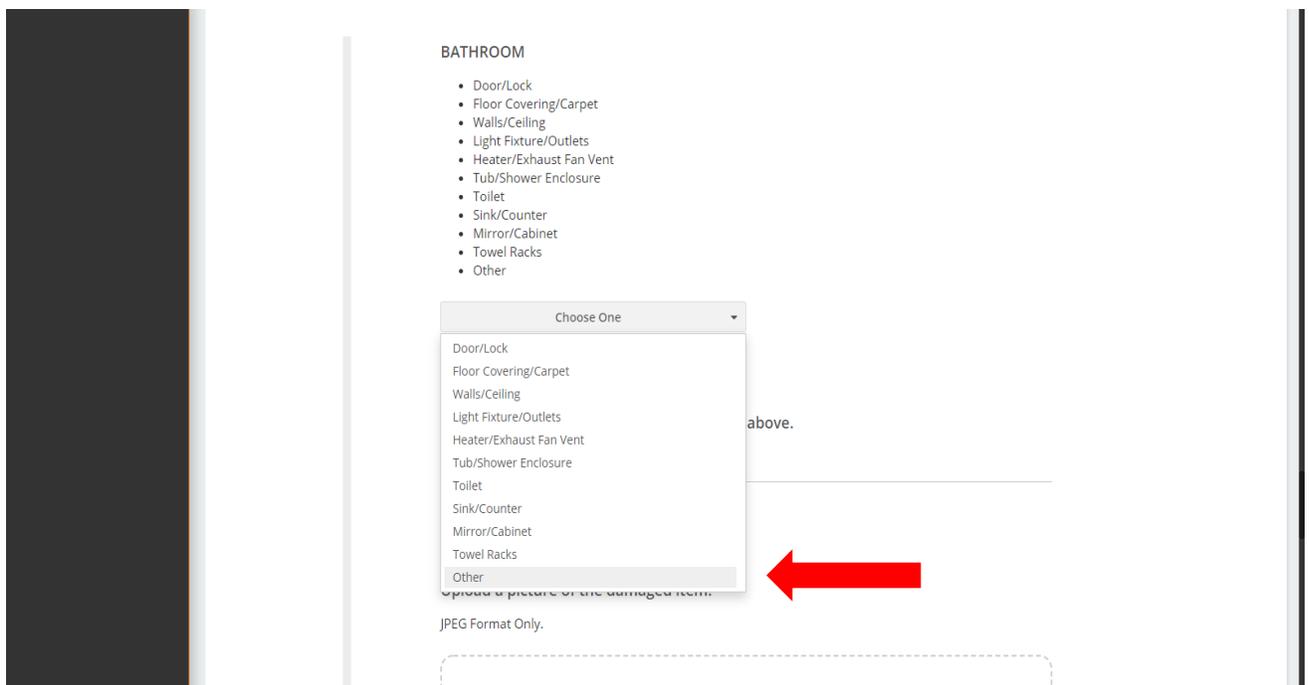
Step 9: Once selected, write the problem and be detailed. For this example, we wrote: Small nail size holes in the wall on the left of the living room window. With this description, we will be able to identify the damage, the size, and the location with ease. You may also add photos of the damaged item to help with your description.



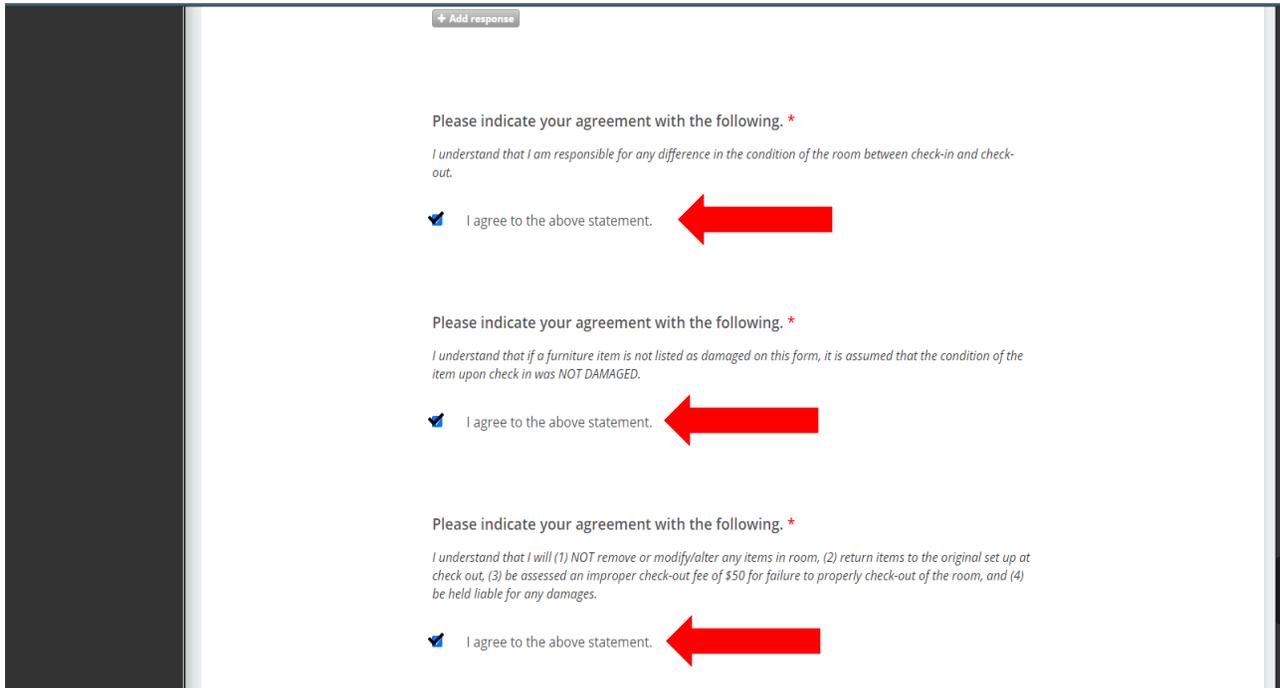
Step 10: If there are more than one item damaged in the specific area, you may select Add Response and add another item with the drop down menu, description, and photo upload. There are no limits to how many responses you may add.



Step 11: After completing the living room area, proceed to the other areas. **Remember, if there are no damages, you do not mark anything.** If there is something that we did not list in our drop down menu, we have an option called Other. When selecting Other, please describe the damage in the description section.



Step 12: Once you have finished reviewing each area, you will need to select “I agree to the above statement” for the five listed statements that we have. If you do not check off these boxes, Roompack will not allow you to submit this form.



+ Add response

Please indicate your agreement with the following. *

I understand that I am responsible for any difference in the condition of the room between check-in and check-out.

I agree to the above statement. 

Please indicate your agreement with the following. *

I understand that if a furniture item is not listed as damaged on this form, it is assumed that the condition of the item upon check in was NOT DAMAGED.

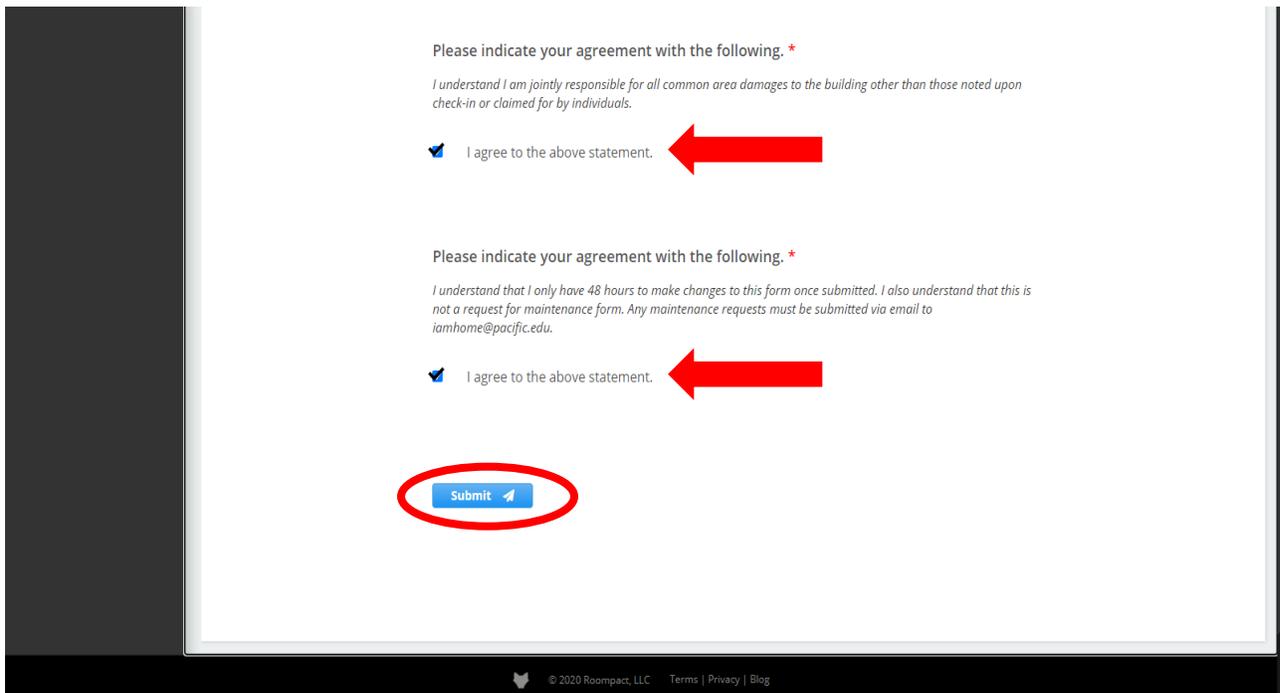
I agree to the above statement. 

Please indicate your agreement with the following. *

I understand that I will (1) NOT remove or modify/alter any items in room, (2) return items to the original set up at check out, (3) be assessed an improper check-out fee of \$50 for failure to properly check-out of the room, and (4) be held liable for any damages.

I agree to the above statement. 

Step 13: After checking all the boxes, you may select Submit to send in your Apartment Condition Report form.



Please indicate your agreement with the following. *

I understand I am jointly responsible for all common area damages to the building other than those noted upon check-in or claimed for by individuals.

I agree to the above statement. 

Please indicate your agreement with the following. *

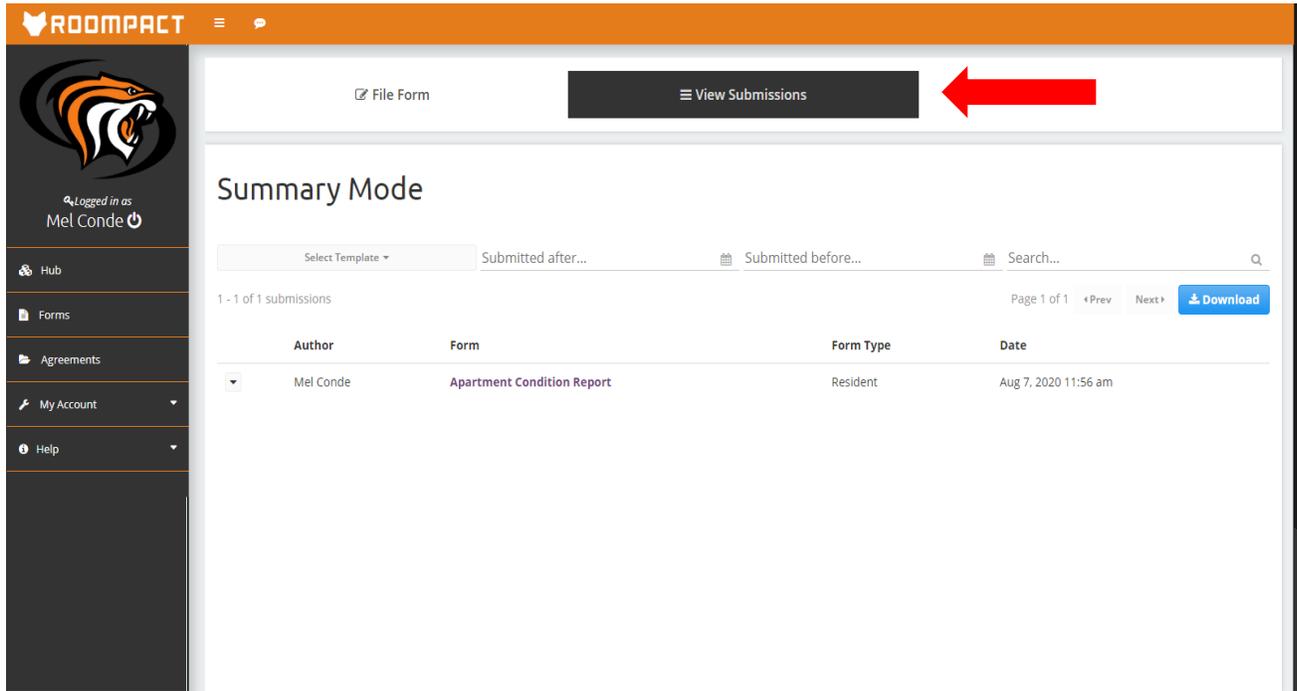
I understand that I only have 48 hours to make changes to this form once submitted. I also understand that this is not a request for maintenance form. Any maintenance requests must be submitted via email to iamhome@pacfic.edu.

I agree to the above statement. 



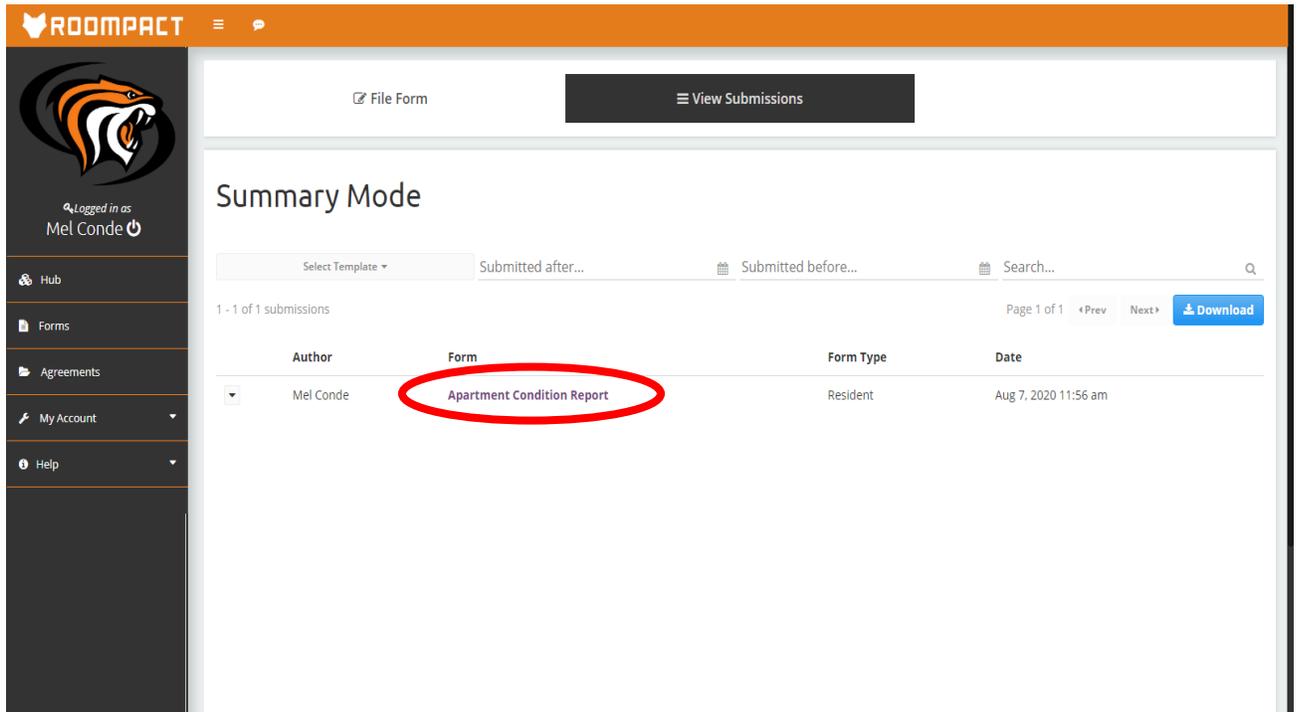
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Step 14: You're finished! To review your submission, select the View Submission tab. You will be able to see the type of form submitted and the date of the submission.



Screenshots to revising the Apartment Condition Report

Step 1: If you need to revise your ACR within the 48 hours after your submission, make sure you are under the View Submissions tab. Select Apartment Condition Report.



Step 2: You will be brought to your ACR form. Click the box on the right called Viewing. It will be a drop down menu and you can select Revise.

The screenshot shows the 'Apartment Condition Report' form. At the top right, there is a 'Viewing' dropdown menu with a red arrow pointing to it. The dropdown menu is open, showing three options: 'View', 'Revise', and 'Print'. The 'Revise' option is circled in red. The form content includes a sidebar on the left with navigation links like 'Hub', 'Forms', 'Agreements', 'My Account', and 'Help'. The main content area has the title 'Apartment Condition Report' and a 'View Submissions' button. Below the title, there is a note about recording damage and a warning that the form is not for maintenance requests. The form fields are: 'First and Last Name *' with the value 'Power Cat', 'Pacific ID Number *' with the value '999999999', and 'Cell Phone Number *'.

Step 3: The box will turn blue and will say Revising. Proceed with making any changes to your form.

The screenshot shows the 'Apartment Condition Report' form in 'Revising' mode. The 'Viewing' dropdown menu is now a blue button labeled 'Revising', which is circled in red. The rest of the form content, including the sidebar and the form fields, is identical to the previous screenshot.

Step 4: After making your changes, scroll to the bottom and select Save.

Please indicate your agreement with the following. *

I understand I am jointly responsible for all common area damages to the building other than those noted upon check-in or claimed for by individuals.

I agree to the above statement.

Please indicate your agreement with the following. *

I understand that I only have 48 hours to make changes to this form once submitted. I also understand that this is not a request for maintenance form. Any maintenance requests must be submitted via email to iamhome@pacific.edu.

I agree to the above statement.

[Save](#)

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Step 5: Your form has saved! Now, on top of your form, you have a History section. This shows you and us the number of times, date, and time for revisions on your ACR. You may select History to show this information.

ROOMPACK

File Form View Submissions

Logged in as Mel Conde

Hub Forms Agreements My Account Help

Apartment Condition Report

Edited by Mel Conde on Aug 7, 2020 12:01pm [History](#)

Residents should use this form to record damage to items in the apartment upon check-in. Resident Assistants will then assess damages and any relevant charges when the resident checks out.

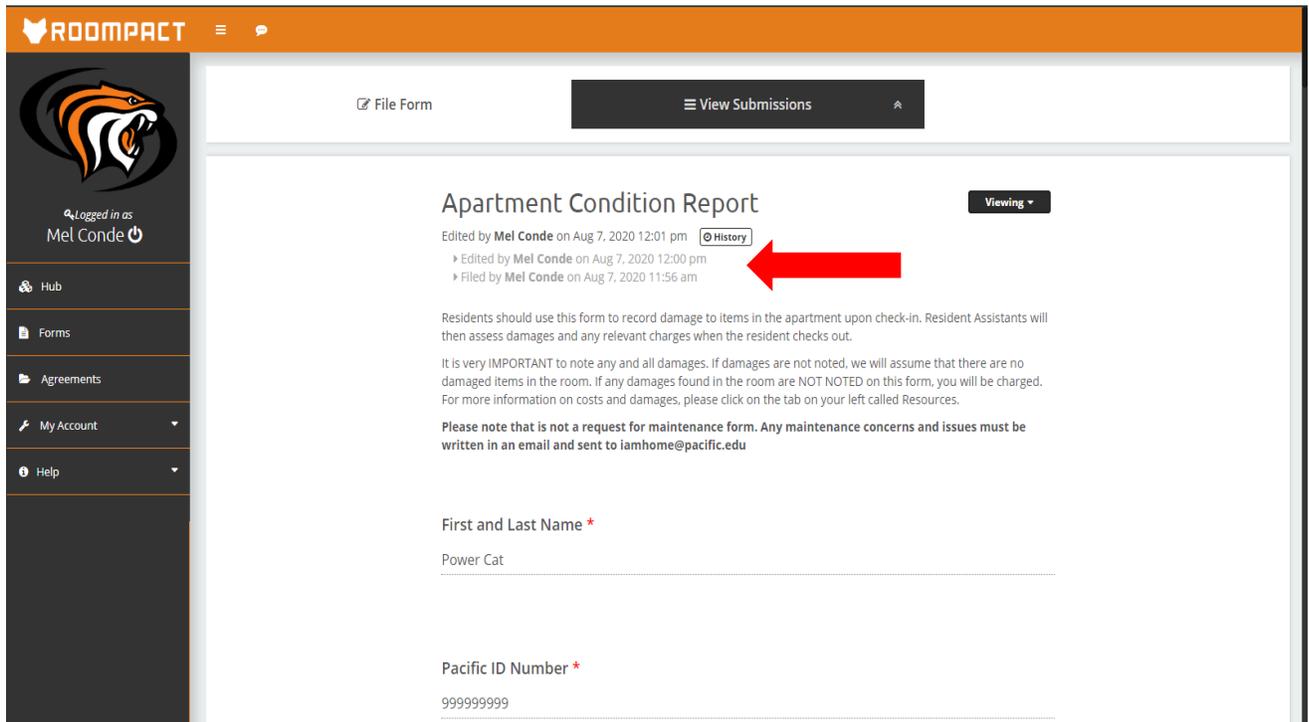
It is very IMPORTANT to note any and all damages. If damages are not noted, we will assume that there are no damaged items in the room. If any damages found in the room are NOT NOTED on this form, you will be charged. For more information on costs and damages, please click on the tab on your left called Resources.

Please note that is not a request for maintenance form. Any maintenance concerns and issues must be written in an email and sent to iamhome@pacific.edu

First and Last Name *
Power Cat

Pacific ID Number *
999999999

Step 6: After selecting History, you can see the times where edits were made. I made edits twice and you can see my name twice along with the date and time. Once your revisions are done, you may select Hub to bring you back to the main Roompack homepage.



The screenshot shows the Roompack interface. At the top left is the Roompack logo and navigation menu. The user is logged in as Mel Conde. The main content area displays the 'Apartment Condition Report' form. A red arrow points to the 'History' button, which shows a list of edits: 'Edited by Mel Conde on Aug 7, 2020 12:01 pm' and 'Filed by Mel Conde on Aug 7, 2020 11:56 am'. Below the history, there are instructions for residents and a note about maintenance requests. The form includes input fields for 'First and Last Name' (with 'Power Cat' entered) and 'Pacific ID Number' (with '999999999' entered).

ROOMPACK  


Logged in as
Mel Conde 

 Hub

 Forms

 Agreements

 My Account 

 Help 

 File Form  View Submissions 

Apartment Condition Report Viewing

Edited by **Mel Conde** on Aug 7, 2020 12:01 pm History

- ▶ Edited by Mel Conde on Aug 7, 2020 12:00 pm
- ▶ Filed by Mel Conde on Aug 7, 2020 11:56 am

Residents should use this form to record damage to items in the apartment upon check-in. Resident Assistants will then assess damages and any relevant charges when the resident checks out.

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First and Last Name *

Power Cat

Pacific ID Number *

999999999