



Housing greekbill FAQ

What different types of housing payments are members responsible for?

LIVE-IN MEMBERS

If members live in a Delta Gamma-owned or rented housing facility, they pay rent via the Room Agreement. Room Agreements are issued three weeks from Bid Day for fall recruiting chapters or for deferred chapters with rising juniors or seniors that need to live in the following year.

The Room Agreement includes the cost for the interior and exterior maintenance, insurance, accounting fees, taxes, utilities and cleaning. If meals are provided, it also covers the cost of the meal plan and any other food items. It also covers part of the cost of any staff such as the house director or a chef if a catering company is not used.

LIVE-OUT MEMBERS/NO FACILITY

If members either live outside the housing facility or do not have a facility, they pay the housing obligation via the Member Housing Agreement (MHA). All Delta Gamma members pay this fee either as part of their room agreement or as a live out member. This used to be on the Due and Fees Contract on the Fraternity side under “chapter obligation” until the 2024-25 academic year.

This covers the liability insurance of the member, the upkeep of the common areas of the house, part of the salaries of any staff, the accounting/greekbill fees on the housing side and any meals provided such as a chapter dinner. Chapters with no facility still have a storage unit for ritual equipment and contents. All agreements should be signed in the month they are issued.

NEW MEMBERS

All new members of Delta Gamma pay a one-time fee to housing called House Corporation Fee. It is required by the IRS as part of joining the corporation. All initiated members are now part of the house corporation for life and have certain voting rights and can serve in offices after graduating. This fee is based on whether there is a house (\$150), a suite or common area space (\$75) or no housing at all (\$50). It is typically paid as soon as a member is initiated.

CAMPUS-OWNED HOUSING

The Secondary Room Agreement is for members who pay directly to the university for room and board and live in campus-owned housing. Members sign the Secondary Room Agreement which lists the policies and expectations of living in a designated Delta Gamma space. They will also have a Member Housing Agreement which fee is for the common area used by the chapter, individual liability insurance, cleaning and accounting fees. The Secondary Room Agreement and MHA will be combined starting in 2025.

Where is the greekbill housing platform located?

The housing platform is the first tile when you log into greekbill. It has the same login information as the chapter does. It is very important to make sure you are selecting which platform you want to be in – whether housing or chapter. Each hold different invoices and payment information and they are not connected to each other.

When are the housing fees billed and due?

Housing fees are billed on the first of every month starting in either August or September depending on the school calendar. They are always due by the 14th of the month. Past due reminders are sent out automatically (titled E-Bill Reminder) on the 15th and again on the last day of the month.

The first thing a member should do when logging into the housing platform in the fall is to select a payment plan for the balance owed. The Room Agreement and Member Housing Agreement amounts will be loaded to the member's account by August 1 each year. If a payment plan is not selected, the entire amount is automatically owed the first month as that is the default. Payment plan selection is the first screen a member sees so bypassing it will cause the entire amount to be owed in September.

What if a member selects auto-pay?

For convenience, a member can put in a credit card for payment and select autopay which will charge the credit card based on the payment plan selected. It is very important to note that failure to pick a payment plan but choosing autopay means the member's credit card will be charged the entire amount the first month. Again, it is essential to pick a plan first before putting in any other information such as auto-pay.

If a member makes a payment and then picks a payment plan after making that payment, the payment plan is programmed to divide up the balance owed not the entire amount. Picking the payment plan before making a payment ensures the payments are divided into nine months if monthly is selected or two equal parts if semi-annual is selected. Otherwise, the balance will be used and will not be equal to the total.

What if I pay the wrong entity?

When you log into greekbill, you have a choice of two different sections. The housing section is at the top and the chapter section is at the bottom. Both have a “Make A Payment” button. It is the responsibility of the member to read the page and select the correct entity they wish to make the payment to. If you are looking at greekbill on your mobile device, please note that only the first platform (housing) is visible on the screen. You must scroll down to see the chapter platform and the payment button for that entity.

If you make a payment to the incorrect entity, there is no way to transfer funds between them as they are two separate corporations with different bank accounts. The only remedy is to refund the member and have them make a payment to the correct entity.

If a refund is requested, it will be minus the credit card fee (3.15%) or the e-bill fee (1%) which is incurred by the third-party vendors. For example, if \$1,000 is paid to housing instead of to the chapter, the member can request a refund from housing and will receive \$968.50 back. This is because neither housing nor the chapter is responsible for incurring these charges.

What if I fail to make a payment on my housing balance?

Failure to make a payment on a room agreement can result in asking the member to vacate the property. The house corporation has the responsibility of meeting its financial obligations and is providing a room and possibly food for live in members. Understanding your obligation when joining Delta Gamma that living in the house for a period of time is part of your member experience allows the chapter to maintain a safe and comfortable home for all members to enjoy. Any balance owed after three months can also result in the member being sent to a collections agency.

Contacting the Office of Housing early on if a member needs assistance in making payments is the best course of action. The collegiate billing specialist can work with the member to create a plan that includes making regular payments over a longer period of time. Not making any payments is not an option.

If a member is requesting an excused status, the chapter must first have granted that status such as reduced attendance, non-resident/abroad, academic/professional and financial. The OOH will follow up with the chapter to determine if a status has been granted and then makes a determination. Payments should be made while this decision is pending.