

Roommate Resolution Playbook

Scripts, emails, and templates for every escalation step

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How to use this playbook: Work through the four steps in order. Most conflicts are resolved at Step 1 or 2. Skipping to Step 3 without documentation from the earlier steps will slow down a room change request, not speed it up.

STEP 1 OF 4

The Direct Conversation Script

Your student handles this conversation, not you. Use the fill-in-the-blank structure below. It follows a standard conflict-resolution framework: *when X happens, I feel Y, and I would like Z*. It sounds simple. It works because it's specific, non-accusatory, and gives the other person something concrete to respond to.

YOUR STUDENT SAYS:

"Hey, I wanted to talk to you about something that's been on my mind. When [specific behavior], I find it hard to [sleep / focus / feel comfortable]. I'm not trying to make it a big deal — I just wanted to say something before it got worse. Would you be open to trying [specific change you're asking for]?"

IF THEY GET DEFENSIVE:

"I'm not accusing you of anything. I'm just telling you how it's affecting me. I'd rather work this out between us than involve the RA."

IF THEY AGREE:

*"I really appreciate that. Let's check in next week and see if it's better."
(Follow up in writing — a quick text works — so there's a record.)*

STEP 2 OF 4

RA Involvement Email

Use this after one or more direct conversations haven't resolved the issue. The goal is to request a mediated conversation — not to file a complaint. Keep the tone professional and calm.

Email to RA

To: [RA name]@[school].edu

Subject: Request for Roommate Mediation — Room
[room
number]

Hi [RA name] ,

I'm reaching out because I've been having an ongoing issue with my roommate,
[roommate name] , that I haven't been able to resolve through direct conversation.
The main concern is [one-sentence description — keep it factual, not emotional] .

I'd like to request a mediated conversation with your support. I'm not looking to
escalate this or get anyone in trouble — I just think having a third party there would
help us come to an agreement we can both actually stick to.

Please let me know when you're available this week.

Thank you,
[Your student's name] , Room [room number]

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Steps 3 and 4 — Housing Office and Red Flags

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STEP 3 OF 4

Housing Office Room Change Request Letter

This letter works because it documents that your student followed the process. Most housing offices require proof of prior resolution attempts before they'll process a room change. This letter provides that proof.

Formal Letter — Housing Office

To: Director of Residential Life (or Housing Office)

Subject: Room Change Request —

[Your student's name]

[room],

[dorm name]

Dear Housing Office,

I am writing to formally request a room change. I am a [first-year/sophomore] student currently living in Room [room number] at [dorm name].

I have been experiencing an ongoing conflict with my roommate regarding [brief, factual description — 1–2 sentences]. I have taken the following steps to resolve this before requesting a room change:

1. I spoke directly with my roommate on approximately [date] and again on [date].

2. I requested RA mediation. A facilitated conversation took place on approximately [date] with RA [RA name].

3. Despite these efforts, the situation has not improved and is affecting my [sleep / academic performance / mental health — pick what applies].

I am requesting a room change to any available space in [preferred building(s) if any, otherwise write "any available building"]. I am flexible on timing and can relocate within [timeframe].

I appreciate your consideration and am happy to provide any additional documentation you need.

Sincerely,
[Student name]
[Student ID] | [Student email]

WHEN TO SKIP THE STEPS

Red Flag Table: Watch vs. Act Now

Some situations should not go through the normal escalation process. If you're seeing any of the "Act Now" behaviors, go directly to the Dean of Students or campus police — not the RA.

What's Happening	Category	Who to Contact
Loud music, late nights, guests at all hours	Watch	Direct conversation → RA
Roommate taking or using your student's belongings	Watch	Direct conversation → RA → Housing Office
Refusing to allow guests or controlling the room	Watch	RA mediation → Housing Office
Verbal threats or intimidation	Act Now	Dean of Students + document in writing immediately
Physical confrontation or property damage	Act Now	Campus police + Dean of Students
Targeted harassment based on identity (race, religion, gender, sexual orientation)	Act Now	Title IX coordinator or Dean of Students — this is a civil rights matter
Roommate displaying signs of a mental health crisis	Act Now	RA immediately + campus counseling center crisis line

Roommate Agreement

Complete this together before move-in — not after the first conflict

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Tip: Fill this out in the first week of school, ideally when both roommates are relaxed and not already in conflict. Keep a copy in a shared note or photo so neither person can claim they didn't see it.

SLEEP SCHEDULE

Lights out by / lights on after:

Roommate 1:

Roommate 2:

Agreed quiet hours:

GUESTS AND OVERNIGHT VISITORS

Notice required before overnight guest:

Max consecutive nights:

Partner/significant other policy:

CLEANING AND SHARED SPACES

How often to take out trash:

Who is responsible for what:

Roommate 1:

Roommate 2:

NOISE AND MUSIC

Headphones required after:

Speaker use: when OK, when not:

SHARED ITEMS

What can be borrowed without asking:

What requires permission:

Food policy:

STUDY AND WORK HOURS

Preferred study times in room:

Roommate 1:

Roommate 2:

When to use common spaces instead:

If We Have a Conflict

We agree to raise issues directly with each other first, within [timeframe, e.g., 48 hours] of the issue starting. If we can't resolve it, we agree to involve our RA before escalating further.

Roommate 1 name & signature

Roommate 2 name & signature

Date:

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